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November 1, 2004

eWEEK

THE ENTERPRISE NEWSWEEKLY

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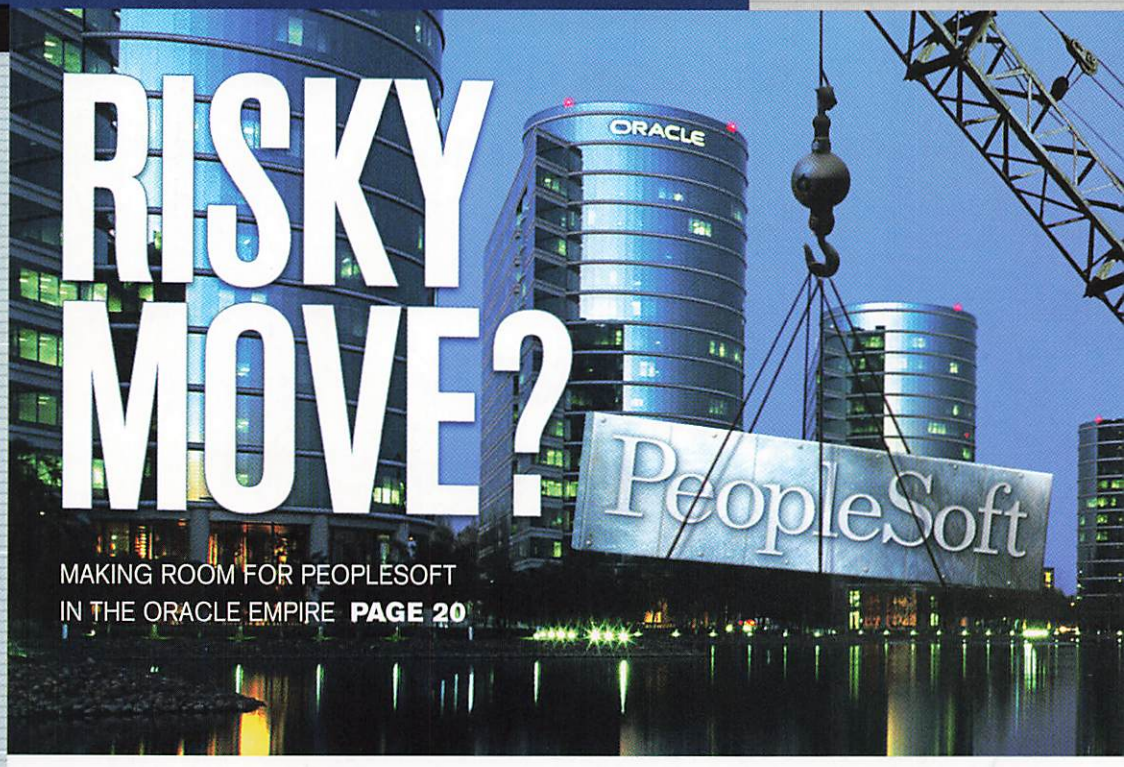

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Network-based security grows

AT&T SERVICE SHOULDERS BURDEN, KEEPS VIRUSES AND WORMS WELL IN SIGHT

By Dennis Fisher

AS ENTERPRISES SCRAMBLE FOR security specialists to help lock down their networks, managed security services providers are developing increasingly sophisticated tools that take the burden off IT staffs entirely.

A front-runner in the effort with its Internet Protect service is AT&T Corp. This week, the company will bolster the managed service with added capabilities that mitigate worm and virus attacks long before they are widely seen. The new features will be added to AT&T's

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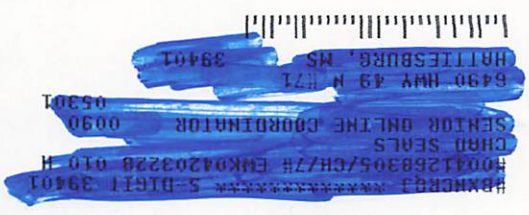

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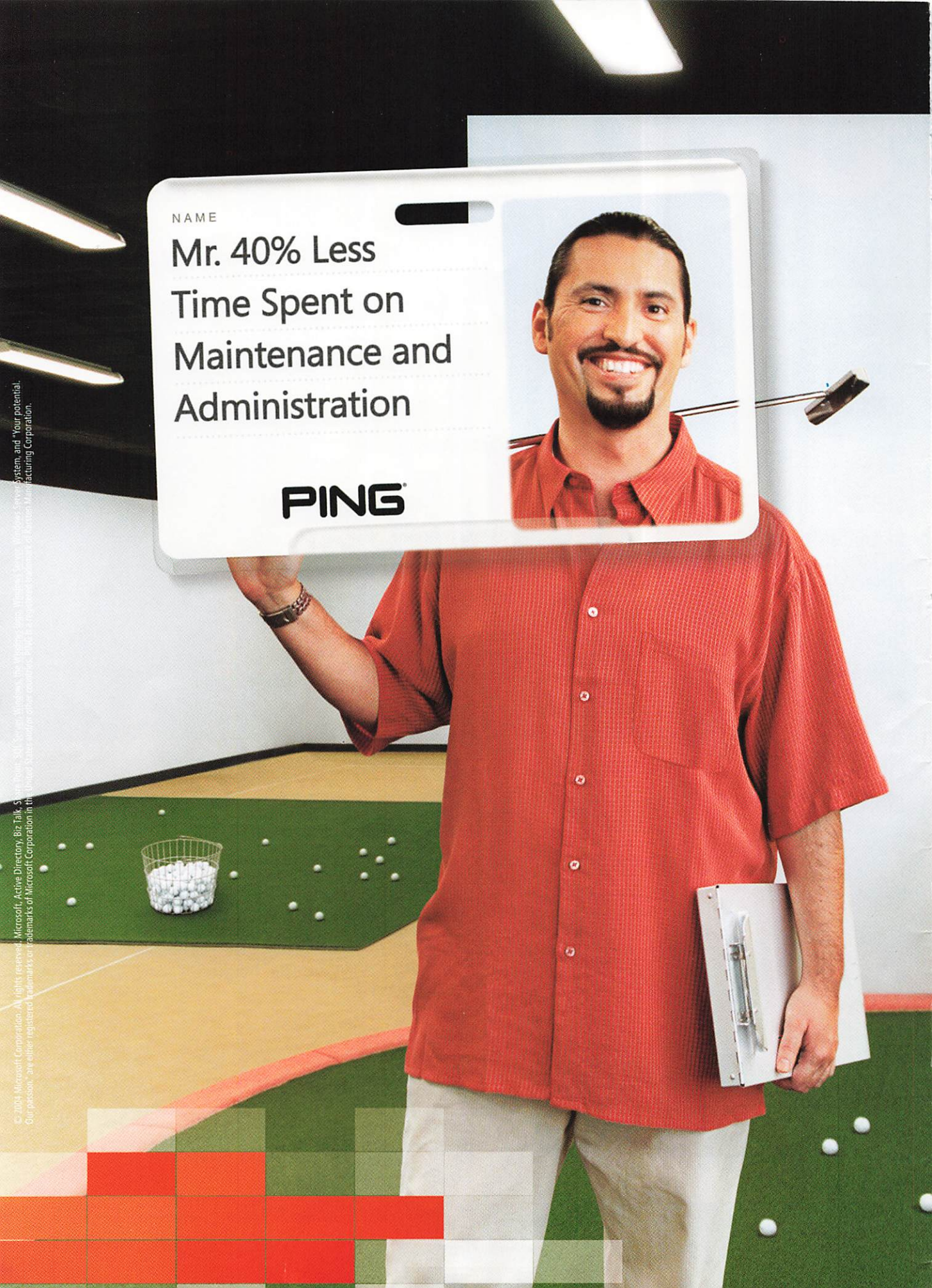

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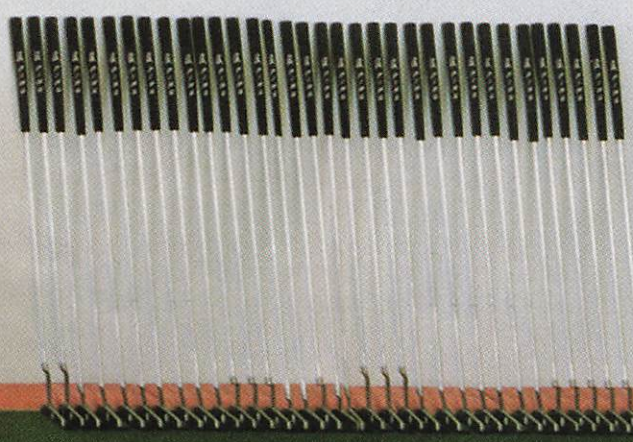

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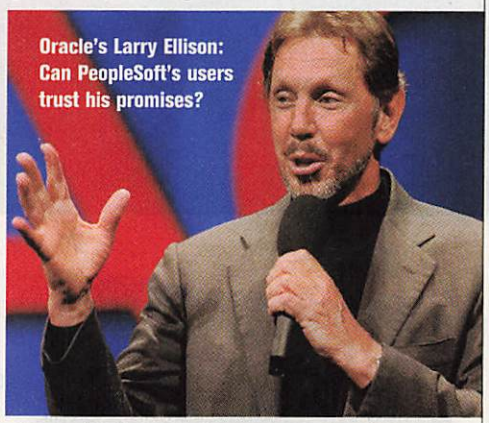
THIS eWEEK

WITH THE LIKELIHOOD OF AN ORACLE future beginning to sink in, **PeopleSoft** users, particularly those using DB2-based applications from the former **J.D. Edwards**, are soberly taking stock of the situation. As senior writers Renee Boucher Ferguson and Dennis Callaghan report, the period of uncertainty is ending, and the period of hard choices is beginning. Would it be best to rely on **Oracle's** promise of 10 years of application support for non-Oracle applications? Or would it be wise to move quickly to an all-Oracle platform—or wiser still to depart from Oracle entirely? In addition to those questions, some speculative issues remain. One could be the possible spin-off of support and enhancement of J.D. Edwards applications to a third party—for example, **SSA**—which has purchased nine companies in the past three years.



Oracle's Larry Ellison: Can PeopleSoft's users trust his promises?

Doing business on the Internet is one thing; administering that business, a job that may have looked simple a few years ago, is quite another. It has become a complex task indeed, thanks to viruses, worms, fraud and denial-of-service attacks. Against this backdrop, **AT&T** this week will enhance its Internet Protect managed security service with features to defeat worm and virus attacks, Senior Editor Dennis Fisher reports. Meanwhile, **VeriSign** will integrate its Unified Authentication service with **IBM Tivoli's** Identity Manager in a bid to ease administration of one-time passwords and digital certificates.

Ready for an e-mail audit? How about an audit of instant messages or Web-based discussion boards? If those ideas are novel to you, turn to Michael Caton's Tech Analysis in Labs. Caton says message-auditing products like **Orchestria's Active Policy Management 3.0** can help enforce e-mail policies across unstructured text-based communications as well as files. Another choice is to use an **IronPort Systems or CipherTrust** messaging gateway appliance, which can enforce policies across both inbound and outbound communications.

Caton reviews products that address other needs as well: If you're running IT for a hospital or other health care provider, your users may need to encrypt outbound messages to protect patient confidentiality as mandated by HIPAA. Caton reviews **PostX's PostX Trusted Enterprise 5.0** and **Voltage Security's SecureMail 1.5**, which can do the job without requiring recipients to have special client software installed.

Till next eWEEK, send your comments to me at stan_gibson@ziffdavis.com.

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▶**Tuesday**, find out what networking vendors and service providers have up their sleeves for the coming year, with coverage from the Next Generation Networks conference taking place in the heart of Red Sox Nation, Boston. Look for the latest on VOIP, anti-spam, Ethernet beyond 10 Gigabit and much more from industry luminaries including Cisco's Linksys president, Charles Giancarlo, and Internet legend and MCI Senior Vice President Vint Cerf.

NEXT GENERATION NETWORKS

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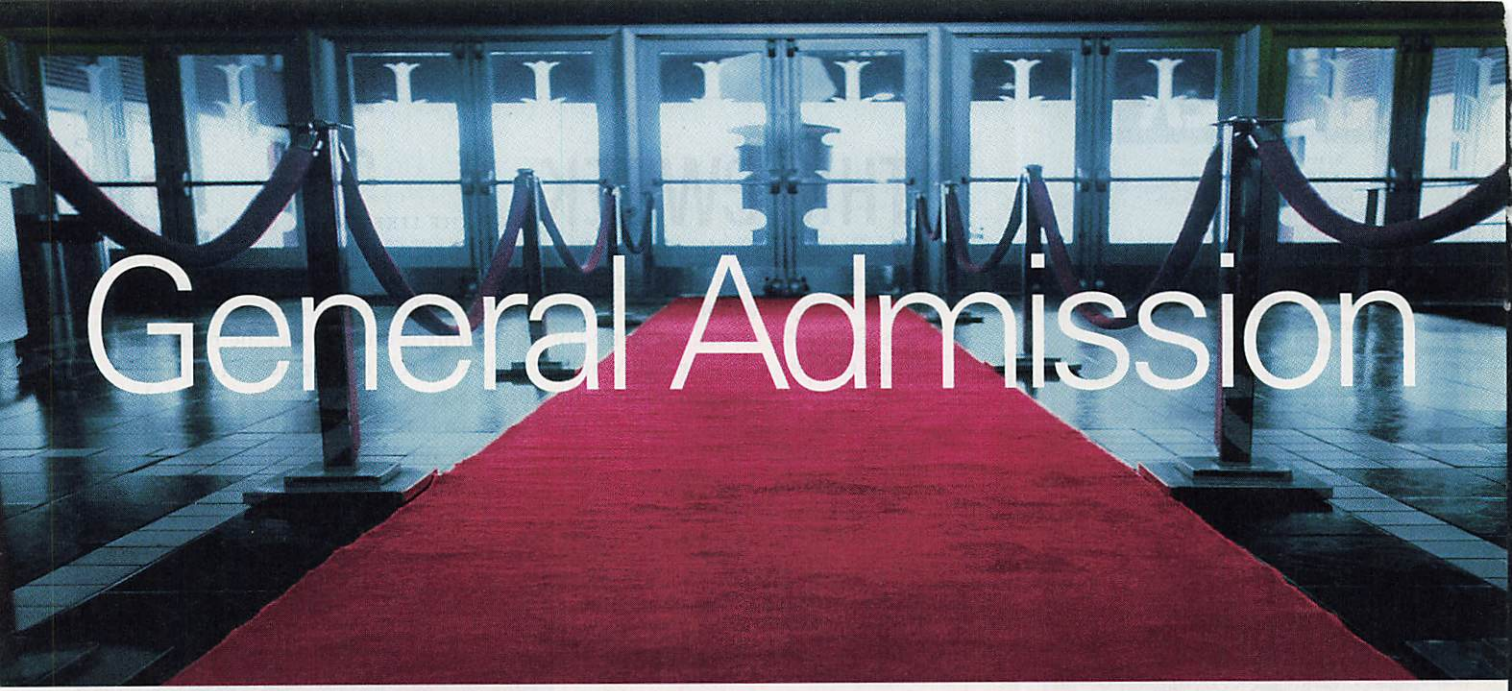

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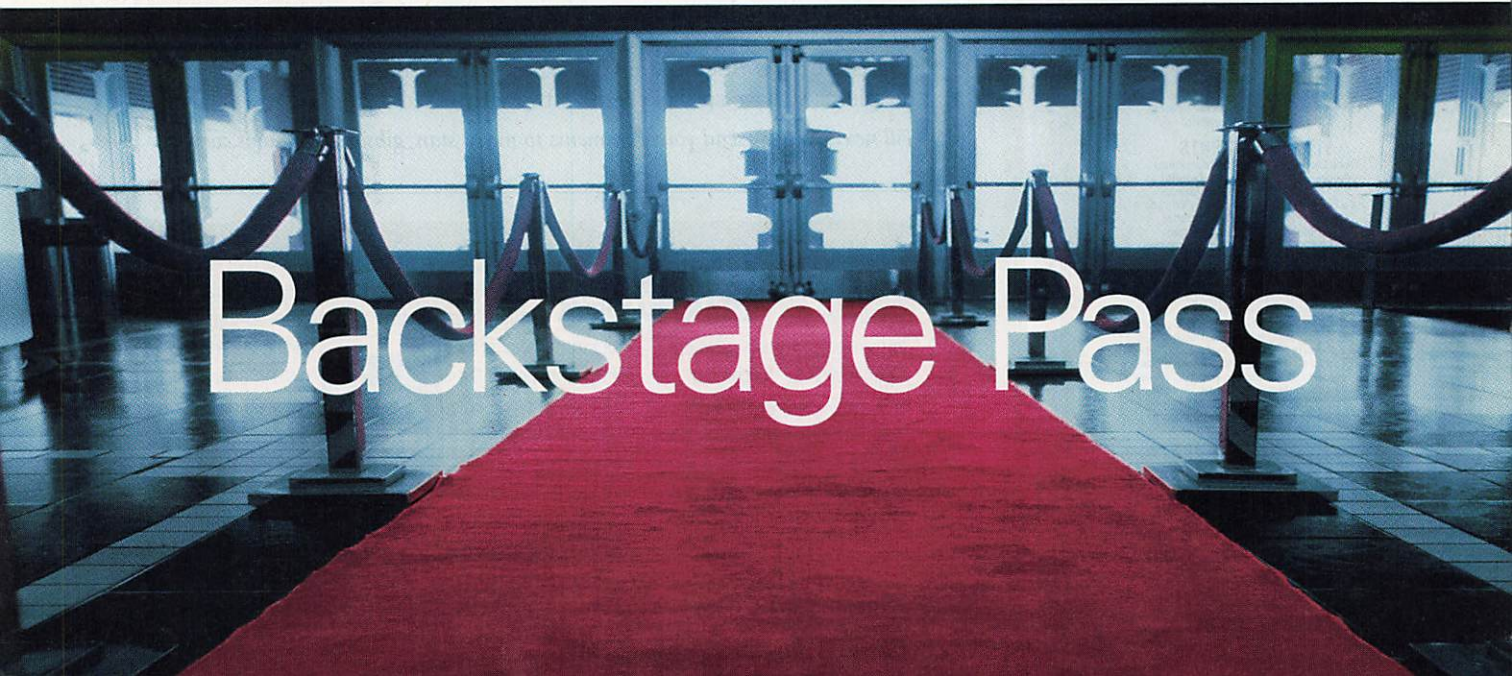

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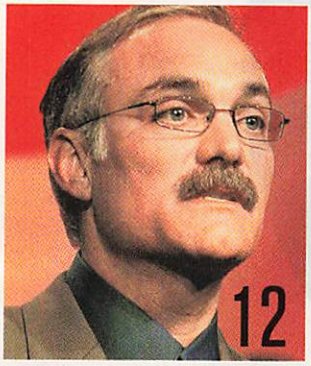

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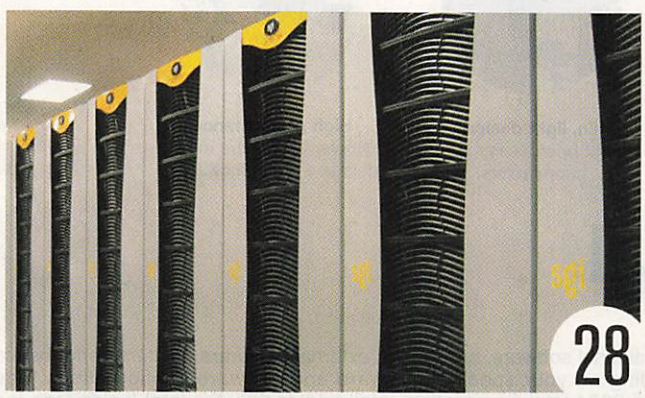

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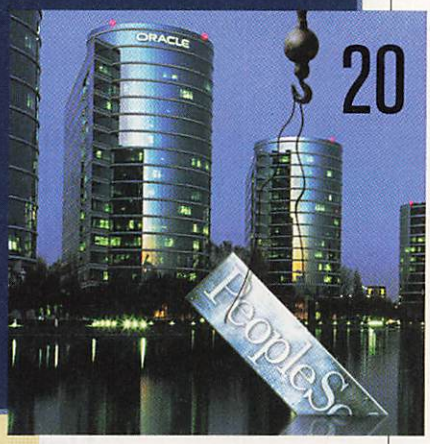

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NEWS & ANALYSIS

Syncing on wireless

VERIZON WIRELESS, INTELLISYNC DEVELOP SECURE E-MAIL PLATFORM

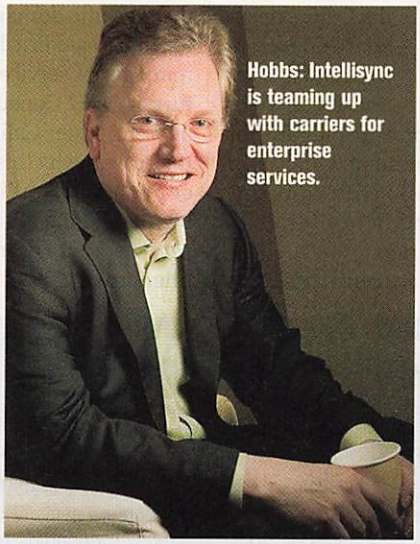
By Carmen Nobel

TAKING ITS CUES FROM AN ADVISORY board of Fortune 500 CIOs, Verizon Wireless is working on several initiatives to make its enterprise wireless services more secure and easier to manage.

For enterprise customers that want to keep data close to the vest, the Bedminster, N.J., carrier is testing a behind-the-firewall version of its Wireless Sync product, a push-based e-mail access service based on software from Intellisync Corp.

No release date has been set, but the service will augment the current version of Wireless Sync, which focuses on small businesses and individual business users, according to Verizon officials.

"The carriers' sweet spot is the individual, and that's an important piece, but as they look to enter enterprise solutions, the enterprise requirements require behind-the-firewall software," said Stephen Drake, an analyst at IDC, in Framingham, Mass.



Hobbs: Intellisync is teaming up with carriers for enterprise services.

While the services remain in Verizon's testing stage, Intellisync CEO Woody Hobbs said the software to support the offering is "ready when they're ready."

Hobbs said his San Jose, Calif., company is working on similar enterprise offerings with other carriers.

Intellisync last week unveiled the latest version of its wireless e-mail access platform, which Verizon is also offering. It includes support for devices using the IMAP e-mail client, the ability to perform background synchronization on PalmSource Inc.'s Palm OS-based smart phones, the ability to provision devices over the air via a Web-based client and several security enhancements.

Verizon Wireless is also working on data access services that go beyond e-mail and can take advantage of the company's newest high-speed networks.

"Obviously, the introduction of EvDO [Evolution Data Optimized] opens the door for new applications," said Cindy Patterson, vice president of enterprise sales at Verizon Wireless. Patterson said the demand for sales force automation and field-force automation access rivals the demand for e-mail access among her top customers. "Mission-critical applications are taking precedence," she said.

To that end, Intellisync is forging deals

[CONTINUED ON PAGE 10]

Microsoft lays new groundwork

By Darryl K. Taft

IN VANCOUVER, BRITISH COLUMBIA

AS MICROSOFT CORP. released the first building blocks of its Software Factories project last week, the company laid the groundwork for a new ecosystem of software development.

At the Object-Oriented Programming, Systems, Languages and Applications—or OOPSLA—conference here, Microsoft announced a new framework and tools for building DSLs (domain-specific languages)—the foundation of the company's Software Factories strategy. DSLs, and eventually Software Factories, automate development processes and save time.

Microsoft is hoping that combination will drive Windows deeper into the enterprise, as well as into the data center.

"The ecosystem is the key to this story," said Theresa Lanowitz, an analyst with Gartner Inc., of Stamford, Conn. "Microsoft's strength is in the developer community."

Fostering that ecosystem will pay dividends for Microsoft by pushing Windows further into the data center as an enterprise platform.

"Tools and application development is about the platform," said Prashant Sridharan, lead product manager for Microsoft's Visual Studio. "We're the Windows company. Windows is not overly penetrated within the data center, and the kinds of applications people are building are in those data centers. And these kinds of tools help larger prob-

[CONTINUED ON PAGE 10]

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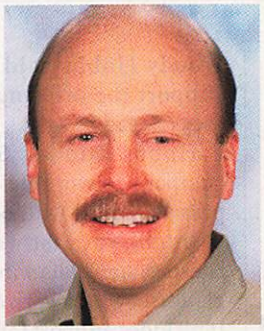
lem domains have better and closer fidelity with Windows."

Microsoft will attempt to draw from its already-rich ecosystem of ISVs supporting the Microsoft platform to bring them on board as supporters of the Software Factories initiative.



Jack Greenfield: With Software Factories, Microsoft might get a leg up on IBM.

Last week, the Redmond, Wash., software company initiated this process by announcing a set of partners that pledged support for the new technology and expressed plans to deliver DSL designers for their markets, including the following: Borland Software Corp., Kinzan Inc., Nationwide Building Society, Siemens AG and Unisys Corp.

Beyond that, Microsoft sees an opportunity to chip away at IBM's cash cow, the IBM Global Services group, said Jack Greenfield, the Microsoft software architect in charge of the Software Factories concept.

"IBM will throw bodies at a problem, while with Software Factories Microsoft will throw bits," he said.

IBM also has a deep ecosystem built around the Eclipse open-source development platform and its array of ISVs that provide plug-ins for that environment. Officials of the Armonk, N.Y., company are taking Microsoft's challenge in stride.

"I think at a certain level this is a reaction to what IBM has been doing for a long time, with what we've been doing with Eclipse and EMF [Eclipse Modeling Framework]," said Sridhar Iyengar, an IBM distinguished engineer and chief technical strategist for IBM Rational. "It's a tool kit to build tools. This is not an accident."

IT managers see the many benefits of the ecosystem approach. "I see a Software Factory as a collection of processes, wizards, designers and frameworks for a specific application domain enabled by DSLs, which allows one to model concepts found in that specific domain or product line," said Eric Robertson, manager of services architecture at MW2 Consulting LLC, of Sunnyvale, Calif. "I think the reason why this DSL concept is now taking off is because of the Web services/service-oriented architecture phenomena." e

IBM cries foul over WebSphere usability study

AS IT MANAGERS AND DEVELOPERS WORK TO DEPLOY enterprise applications and Web services, IBM and Microsoft Corp. are sniping over platform supremacy studies.

IBM last week fired back at a Microsoft-commissioned report by The Middleware Company Inc., which alleged that .Net provides more developer productivity than IBM's WebSphere and J2EE (Java 2 Platform, Enterprise Edition).

In a document titled "IBM Response to the study entitled 'Comparing Microsoft .NET and IBM WebSphere/J2EE' by The Middleware Company" and viewed by eWEEK, IBM attacks the TMC report as "another flawed study."

The TMC study, released last month, said it took 195 developer-hours to build some enterprise applications, compared with 94 developer-hours to build the same applications with Microsoft's Visual Studio. Application server installation and configuration took 22 developer-hours in the WebSphere environment and 4 in the Microsoft environment, the study said.

IBM, of Armonk, N.Y., rebutted the claims as biased based on the level of experience of the .Net developers used in the study and the relative lower level of experience of the WebSphere developers. "One of the largest faults of the study is the focus on Rational Rapid Developer (RRD) as the primary J2EE development tool from IBM," the IBM document said. "IBM has never marketed RRD as a full-blown WebSphere toolset with all the functionality of WebSphere Studio Application Developer (WSAD). WSAD is the tool intended specifically for building integrated enterprise J2EE applications."

Tyler Jewell, CEO of TMC, in Mountain View, Calif., defended the tests and called into question the validity of IBM's claims. "It seems like the document—unbranded and no author identified—was hastily compiled and authored from someone who didn't read our report completely," said Jewell.

IBM would not comment on the document or verify its authorship, although officials did not deny it came from IBM.

"The Middleware Company is a consultancy of J2EE experts, and I have no discomfort with their building the J2EE implementation for the study," said Andrew Brust, chief of new technology at Citigate Hudson, in New York. *—Darryl K. Taft, in Vancouver, British Columbia*

WIRELESS FROM PAGE 9

with third-party software providers such as PeopleSoft Inc. and Salesforce.com Inc. to provide access to their applications, Hobbs said.

CIOs are seeing a growing need for accessing applications beyond e-mail, finding that the easier the access is, the more likely it is employees will use the application.

"We noticed the biggest difference with Siebel [Systems Inc. applications]," said Norm Fjeldheim, CIO of Qualcomm Inc., in San Diego. "Before, the [sales] guys had to go back to their rooms, so we didn't get the uptake we wanted. When we gave everyone [wireless modems], the uptake went from 35 to 65 percent." Qualcomm also uses a CRM (customer relationship management) application for its employees' wireless phones.

Intellisync is also readying a device and account maintenance management software package for carriers to offer to enterprise customers, officials said, noting that several carriers have requests for proposals out for device management software and services. The software package will ship this month.

Sprint Corp. plans to offer a device management service in the next quarter, according to officials in Overland Park, Kan.

Verizon Wireless is considering such a service as well, Patterson said.

In addition, Verizon Wireless is exploring ways to make billing plans more cost-effective for its customers. While the majority of wireless laptop users opt for an unlimited monthly data plan, handset customers tend toward a mix of plans. Besides managed services, "we have pooling minutes for voice and data on our road map," Patterson said. e

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LATE NEWS

New Bagle virus wreaks havoc

TWO NEW VERSIONS OF THE VENERABLE Bagle worm are on the loose, infecting PCs and opening back doors.

Bagle.BC and Bagle.BD open a back door on TCP port 81 on infected PCs. They were discovered late last week. The new Bagles arrive in e-mail messages with meaningless subject lines. The virus-infected attachment is named "Price" or "Joke." Bagle.BC also tries to terminate running copies of the Netsky worm. Bagle.BD installs a file named Wingo.exe on infected machines.

Salesforce.com offers early peek

SALESFORCE.COM WILL PREVIEW ITS WINTER '05 release this week at its second Dreamforce User and Developer Conference in San Francisco.

Most new features center on the company's Supportforce customer service applications, including asset management capabilities for tracking installed products and relating them to customer issues, workflow for setting customer support processes, support for organizing and searching the knowledge base by categories, and improved management for customer self-service, sources said. Officials at Salesforce.com declined to comment.

Firefox advances

THE MUCH-ANTICIPATED FIREFOX WEB browser is inching closer to completion with the release last week of a final test version that previews many of the software's latest features.

According to officials at the Mozilla Foundation, which made the release available, the new test version of Firefox 1.0 includes fixes for some 250 bugs reported by users.

Officials said they expect to release the official 1.0 version of Firefox later this month.

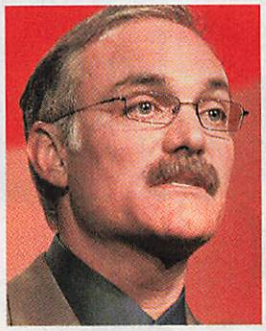
Sun ready to open Solaris

OPEN SOLARIS TO MAKE DEBUT AT SUN NETWORK CONFERENCE

By Peter Galli

SUN MICROSYSTEMS INC. IS GETTING closer to making its Open Solaris project, along with the final pieces of Solaris 10, a reality.

At its quarterly SunNetwork Conference, to be held at The Tech Museum of Innovation in San Jose, Calif., Nov. 15, Sun will unveil Open Solaris and give final pricing and other details for Solaris 10. The Santa Clara, Calif., company is also expected to announce an annual subscription-type licensing model for Solaris 10, due by year's end.



Loiacono: Sun's on track to open Solaris by year's end.

Many Solaris users have been able to get a number of the latest features and code updates for Solaris 10 through the Software Express Program, which started in September 2003.

Thomas Nau, head of the Communication and Information Center's infrastructure department at the University of Ulm, in Germany, has been running Solaris Express on Advanced Micro Devices Inc.-based production machines for six months and is pleased with the results.

"A couple of new features like DTrace, zones and resource management, as well as the security enhancements, have really made our lives easier without breaking compatibility," Nau said. The department uses zones for all its trainees, rather than having to deploy individual machines as in the past, he said.

Sun executives are expected to use the conference to share more details about Open Solaris. Sun plans to introduce a succession of pilot/beta programs for Open Solaris that will get larger over time. The first limited beta began last month, giving some developers and others in the open-source community access to a limited number of drivers and some code.

Sources speculate that the Open Solaris rollout will be slow. "Sun could easily formally announce the Open Solaris program in November, including the type of open-source license, the goal of the program and the timeline, yet only make the bits available later this year or even next year," said a source close to the project.

John Loiacono, Sun's executive vice president for software, said that the company is on track to open Solaris by year's end. "The code will be ready, the legal aspects will be ready, and the licensing model will be ready and will be approved by the Open Source Initiative," he said.

But anyone hoping for specific information about the interoperability work between Sun and Microsoft Corp. will be disappointed, sources said. The vendors are focusing on linking their respective directory servers—Sun's Java Enterprise LDAP Directory and Microsoft's Active Directory—to provide single-sign-on capabilities for companies using both servers, but Sun spokesperson Jacki DeCoster said no date for a joint progress announcement has been set.

"Both companies' engineers are working on complex technical challenges to achieve positive results that will benefit our mutual customers," DeCoster said. "Sun and Microsoft collaborated on several key Web services efforts—the submission of the WS-Addressing specification to the [World Wide Web Consortium] and a new management Web services specification. This represents a significant milestone in collaboration between the two companies to further advance Web services technology and to broaden convergence of this essential component of Web services."

The University of Ulm's Nau welcomes those initiatives but wants the work done quickly. "Getting both worlds together, not just for sign-on but also for two-way transparent file services, would eliminate a 10-year-old problem," he said.

Additional reporting by Michael R. Zimmerman

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Coalition against spam lobs more lawsuits

By Matt Hicks

A COALITION OF THE COUNtry's leading ISPs last week announced another round of lawsuits against spammers, relying heavily on the CAN-SPAM law enacted earlier this year.

In seven federal lawsuits, America Online Inc., EarthLink Inc., Microsoft Corp. and Yahoo Inc. are targeting at least 85 purveyors of unsolicited messages, many of which were named "John Doe" because their identities were uncertain.

Each lawsuit, filed across four states, charges violations of the federal CAN-SPAM Act as well as other state and federal offenses. CAN-SPAM took effect in January as a way to reduce the number of unsolicited messages flooding in-boxes, although questions remain about its effectiveness.

For the first time, AOL went after a newer, less common form of spam called spim.

In a lawsuit filed in U.S. District Court, in Alexandria, Va., AOL sued 20 unidentified defendants for sending unwanted messages through instant messaging services and online chat rooms, the Dulles, Va., company announced.

"AOL and our members continue to make spam-fighting a priority, and we continue to use the legal process on their behalf to help put a lid on the worst, most active spammers—no matter where they are or how they send their unwanted junk," said Randall Boe, AOL's executive vice president and general counsel, in a statement.

AOL's focus on spim comes at a critical time since unsolicited IM and chat messages are beginning to grow, said Teney Takahashi, an analyst at The Radicati Group Inc., in Palo Alto, Calif. Radicati projects that the number of spim messages sent each day will grow from 1.2 billion globally this year to 17.9 billion in 2008.

"We are in the earlier days of spim," Takahashi said. "As ISPs and e-mail software shore up their defenses with anti-spam filters, spammers will need to find another mode for their message."

The latest lawsuits are the second round filed by the four companies, which last year founded the Anti-Spam Alliance to collaborate on legal and technical efforts against spam.

In March, the four companies filed six federal lawsuits and said then that they were the first suits to use the CAN-SPAM Act.

Along with Virginia, the new lawsuits were filed in federal courts in California, Washington and Georgia. Among other charges, the suits accuse the spammers of spoofing the ISPs' Internet domains, illegally trying to sell prescription drugs, sending deceptive e-mail, masking their identities and circumventing spam filters, according to the companies. e

Matt Hicks is a senior writer for eweek.com. He can be reached at matt_hicks@ziffdavis.com.

New appliances boost ROI, performance

By Paula Musich

NETWORK PERFORMANCE optimization is inching closer to the mainstream, as users discover improved return on investment and better application response times from a variety of new offerings.

This week, WAN optimization leader Packeteer Inc. will launch a high-end version of its PacketShaper appliance that supports 1G-bps speeds and hundreds of remote sites. Meanwhile, smaller Peribit Networks Inc. is adding a new version of its Sequence Reducer appliance aimed at branch offices and business DSL.

The PacketShaper 10000 optimizes high-speed WAN link performance.

Each new tool is designed to meet growing user demand for offerings that cover a range of enterprise WAN links, analysts say. As customers see the benefits of the multifunction tools, which provide compression, monitoring, packet capture, QOS (quality-of-service) filtering, prioritization and more, they are moving beyond their one- and two-box deployments.

"Initially we deployed [PacketShaper 10000] for just a couple of sites. We liked what we saw so much, we decided to go networkwide," said Packeteer user Brent Olson, senior IT systems integration analyst at the state of Idaho's Department of Health and Welfare in Boise.

Packeteer's new PacketShaper 10000-series appliance provides 1G-bps full-duplex connectivity and can support compression to hundreds of remote sites. It handles up to 1.4 million concurrent flows and provides monitoring, bandwidth management and traffic acceleration for large enterprise data centers, service providers' core networks and universities' Internet edges, said officials of the Cupertino, Calif., company.

Packeteer also updated the software for its appliances with a new adaptive response function that can watch for anomalies in traffic patterns and automatically take actions such as starting packet capture for diagnosis.

Packeteer 7 adds an optional application-flow monitor that can identify different flow types.

Pricing for the 10000 series, which is available now, starts at $36,000 and ranges up to $75,000.

At the other end of the data rate spectrum, Peribit's new SR-15 Sequence Reducer appliance supports 64K-bps links for branch offices at a $1,895 entry-level price.

The Santa Clara, Calif., company also enhanced its Periscope software with new WAN monitoring and usage reporting that simplify troubleshooting. In addition, Periscope 5.0 allows users to collect and store usage data for up to a year for capacity planning.

The SR-15 ships next month, and Periscope 5.0 ships later this month. e

SAP, HP team on ERP for SMBs

SERVICES BUILD ON MYSAP, HP DATA CENTER

By Renee Boucher Ferguson

SMALL AND MIDSIZE BUSINESSES that are looking for an ERP solution but aren't able to handle such things as cost and implementation have a new solution from SAP America Inc. and Hewlett-Packard Co. to consider.

SAP, of Newtown Square, Pa., and HP teamed last week to announce a hosted enterprise resource planning bundled service tailored to vertical industries. Based on software from SAP's MySAP suite and implementing HP's Palo Alto, Calif., data center, the solutions will be offered at a fixed monthly cost of about $325 per user.

The industry-specific solutions include a complete set of services such as implementation, user training, application management, and data center and telecommunication services, said officials of both companies. The combination of SAP's applications and HP's infrastructure was the deciding factor for Gary Walden, SAP project manager at C&H Sugar Co. Inc., in choosing SAP's hosted services.

"That's exactly why we did it," said Walden in Crockett, Calif. "We didn't want to have to deal with the infrastructure. They did everything, including putting the routers at our site. Whether SAP or HP does [the work,] I really don't care. I only have to deal with SAP."

To start, SAP is focusing on four industries: oil and gas fuel distribution, consumer products/food, high-tech devices, and technical service providers. Rivals PeopleSoft Inc. and Oracle Corp. have hosted offerings similar to SAP and HP's.

This quarter, PeopleSoft plans to roll out a series of hosted management services that will provide enterprises with discrete management offerings based on four categories. With its namesake Application Management Services, the Pleasanton, Calif., company will focus on such areas as patch maintenance, database maintenance, and security administration and services, said Steve Earl, director of hosting strategy with PeopleSoft Hosting Services. More specific functionality and pricing details will be released later this quarter, said Earl.

For its part, Oracle, which has maintained a hosted software offering for the past four years, is putting more focus on its On Demand hosted services division. Last month, the Redwood Shores, Calif., company hired a new executive vice president, Jeurgen Rottler, to head the division. Prior to that, the company announced a new licensing structure of $125 per user per month for its hosted E-Business Suite. e

Hosted CRM choices emerge

By Dennis Callaghan

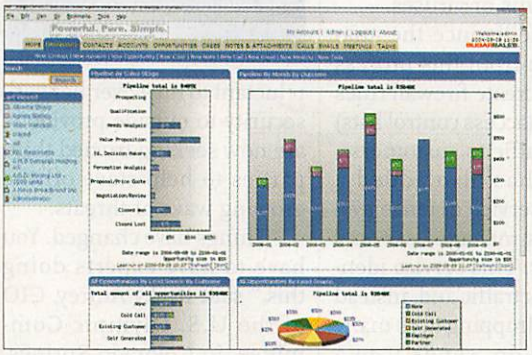
A FRESH CROP OF HOSTED SUBSCRIPTION CRM services are seeking to fill a gap in a market left open by licensed software applications that are often expensive and difficult to implement and maintain.

SugarCRM Inc., a Cupertino, Calif., startup that reports 50,000 downloads of its open-source Linux customer resource management components and about 50 paying customers, next week will launch Sugar OnDemand, a hosted service based on the company's Sugar Sales Professional software. The service is priced at $39.95 per user per month.

Due in dedicated server and multitenanted database environments, the service will offer greater control of hosted applications to customers than current hosted offerings do, according to company officials.

"We've eliminated the need to focus on direct sales and marketing because we're focused on building a great product and letting that be our marketing," said John Roberts, SugarCRM's cofounder and CEO.

But SugarCRM has company. Later this month, Uptilt Inc., developer of the Email Labs hosted e-mail marketing service, plans to formally announce its SalesCenter hosted sales force automation service, promising ease-of-use and configurability improvements over existing offerings on the market, according to company officials in Redwood City, Calif.



The Sugar Sales dashboard tracks sales pipeline activity.

The Wilkinson Group LP is using SalesCenter for its sales representatives selling sponsorships for the upcoming San Jose, Calif., Grand Prix.

"We need to track the different types of sponsorships we sell," said Mike Vrh, vice president of sponsorship acquisition at The Wilkinson Group, in Burlingame, Calif. "We were able to get our sales reps up and running on it with no training program."

SalesCenter is available in two versions: ProCenter, for up to 20 users, and Enterprise Center, for up to 500 users. Both provide opportunity and contact management, a revenue forecast engine, advanced lead tracking, sales manager pipeline control, and marketing automation. Enterprise Center adds customization.

Hosted CRM market leader Salesforce.com Inc., of San Francisco, isn't resting on its laurels. This week, the company will unveil its e-mail marketing partnership with hosted e-mail marketing service provider Responsys Inc., also of Redwood City, which will allow users to launch campaigns in Responsys from within Salesforce.com. e

Voice software makes strides

By Shelley Solheim

THE LATEST IN VOICE RECOGNITION software from ScanSoft Inc. may begin to open the technology to new users.

This week, the Peabody, Mass., company will release the next iteration of its Dragon NaturallySpeaking voice recognition software, with improved recognition, customization and roaming capabilities. The Professional version, geared for enterprises, allows users to dictate directly into Windows-based applications, including Microsoft Corp.'s Word, Outlook, PowerPoint and Excel.

With Version 8, recognition accuracy is improved by more than 20 percent over that in the previous version, officials said.

Speech recognition systems are seeing more adoption in industries such as health care, where dictation plays a big role. "We've seen increasing adoption in health care from about 5 to 10 percent year-over-year growth, especially as more hospitals adopt electronic management systems," said Bill DeStefanis, vice president of marketing for Voicebrook Inc., a Lake Success, N.Y., company that resells speech recognition systems. "Doctors and IT departments are looking for alternatives to traditional transcription to reduce costs and ... turnaround times."

Although adoption of speech recognition outside of industries such as legal and health care has been slow, that could change if users become accustomed to the technology.

"It really works; it's not an accuracy problem. It's largely a challenge to have people change their work habits," said DeStefanis.

New roaming capabilities allow ScanSoft users to access the application at any workstation within the LAN. Version 8 also adds support for Palm OS-based handhelds. New customization tools allow users to create templates for frequently created documents. Once a template is created, users can quickly populate it by dictating new values. Version 8 also includes enhanced formatting for dates, measurements and acronyms.

Chuck Runquist, CEO of GEMCCON, a software evaluation company in Howell, N.J., tested Version 8. "They did a super job in bringing it up to speed, in particular with the accuracy," Runquist said.

Dragon NaturallySpeaking Professional Version 8 is available now. It costs $795 per user. Later this month, ScanSoft will roll out upgraded versions of its software with vocabularies tailored for the legal and medical industries. Those versions cost $1,095. e

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AT&T FROM PAGE 1

network-based firewall, which is the core of the Internet Protect offering and relies on data gathered at thousands of points across the company's IP backbone network. Until now, Internet Protect customers were only alerted of new attacks.

"We're making the network itself security-aware," said Stan Quintana, vice president of managed security services at AT&T, in Bedminster, N.J. "Security has to be addressed in multiple ways. In a lot of cases, we can see exploits and the beginning of worms weeks before they get big."

In the Internet Protect model, the company places firewalls at strategic points in its IP backbone and then uses them as Internet gateways for its MSSP (managed security services provider) customers. All traffic going into and out of its customers' networks flows through these firewalls, which eliminates the need for customers to deploy firewalls at all their locations.

AT&T uses those points, as well as collectors at hundreds of other points across its network, to collect data on traffic patterns, port scans and suspicious traffic. Company analysts pore through the data—which amounts to about 1.4 petabytes per day—using AT&T's proprietary heuristic engine, looking for indications of emerging attacks, worms or viruses.

The intelligence the analysts glean from this process is used to create firewall rules and ACLs (access control lists) to filter traffic to customers.

AT&T has also added a denial-of-service defense system for its managed services customers. This service identifies attack traffic and, instead of simply dropping it, as many solutions do, sends it to a system that scrubs out malicious packets and forwards legitimate ones.

The new services come at a time of change in the MSSP space. CIOs, who had been reluctant to turn over network security to outside providers, are now seeking trusted third parties to help stave off the growing wave of threats.

"Things have changed. You have to have experts doing this," said Becky Autrey, CIO of the U.S. Olympic Committee, in Colorado Springs, Colo., which uses AT&T's Internet Protect service. "They've caught attacks and protected against them before we even knew about it."

AT&T introduced Internet Protect in March and has more than 60 large enterprise customers.

While leading the technological curve, AT&T is not alone in the market. VeriSign Inc. also is introducing new managed services, including a partnership with IBM to create an extended managed authentication service.

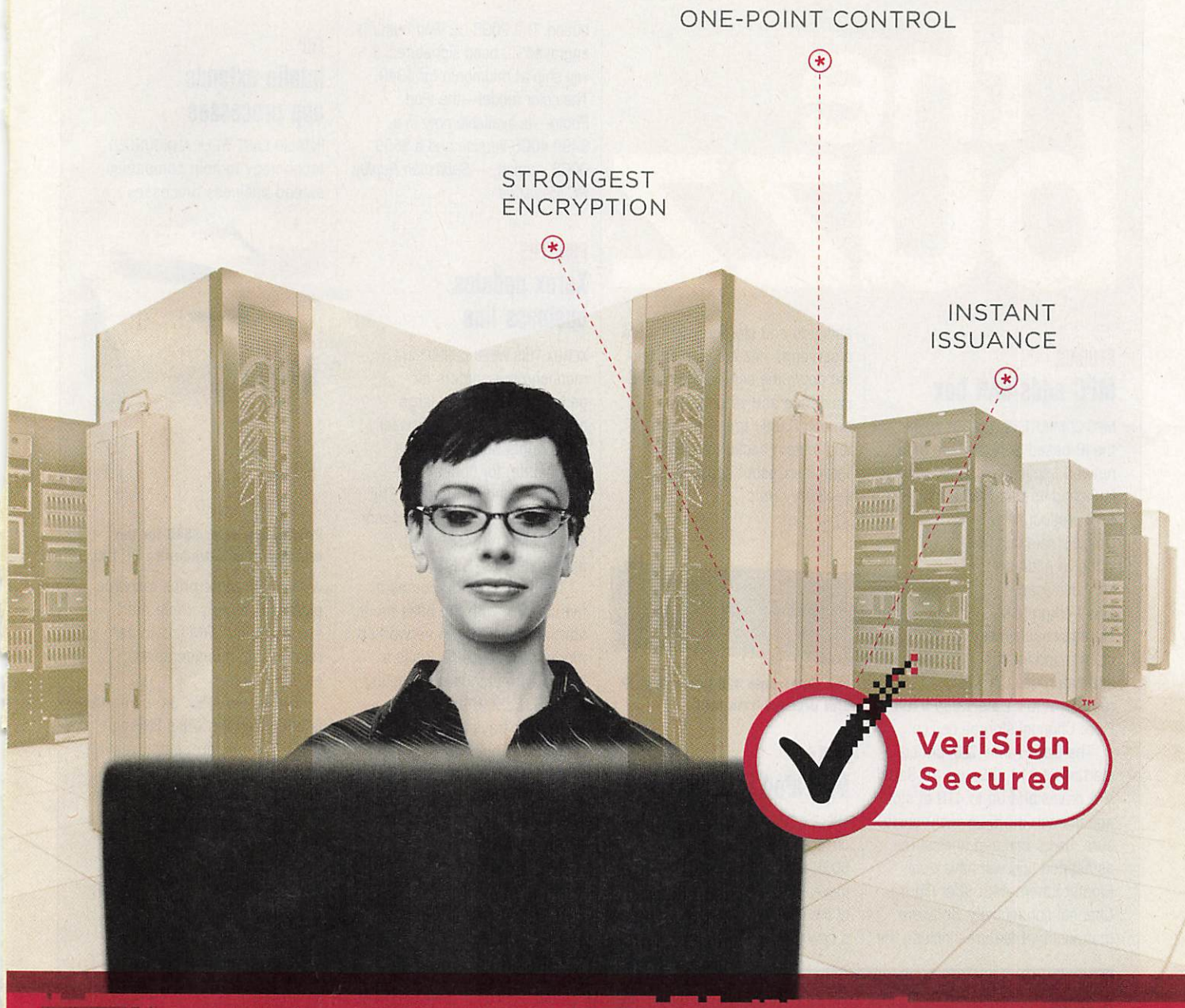
Officials of the Mountain View, Calif., company said last week they will integrate their Unified Authentication service with IBM Tivoli's Identity Manager, which will enable customers to deploy, manage and revoke VeriSign tokens, one-time passwords and digital certificates.

User authentication is among the more sensitive network functions, and enterprises have been particularly reluctant to outsource it. But the advent of secure, portable tokens and the increased need for strong authentication have made a managed authentication service more viable, according to experts. e

We can manage

Features of AT&T's Internet Protect service:

- Includes network-based firewall in IP backbone
- Collects data used to create intelligence for ACLs and firewall rules
- Detects beginning of new attacks and worms
- Uses proprietary heuristic engine



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the buzz

STORAGE

MPC adds SAN box

MPC COMPUTERS JUMPED INTO the IP-based SAN (storage area network) space last week when it launched its DataFrame 420 IP SAN product. Officials said it will give midmarket businesses and workgroups storage capabilities often found in high-end enterprises. It will replace MPC's DataFrame 310fc Fibre Channel storage device.

The DataFrame 420, priced starting at $19,999, has 16 Serial ATA drives and up to 4TB of storage in each 3U (5.25-inch) enclosure. Users can add enclosures as needed and will have dual Gigabit Ethernet iSCSI or Fibre Channel connectivity. Software management features include the ability to add storage capacity to a server as needed without taking down the server, automated clustering and virtualization among DataFrame 420 boxes, and instant backup via automated snapshot capabilities. *—Jeffrey Burt*

The DataFrame 420 is the first IP SAN product from MPC.

APPLE

New iPod plays photos

APPLE COMPUTER LAST WEEK unveiled a photo-ready, color, 60GB version of the iPod music player along with a 20GB version of the iPod, called the U2 iPod, and a new form of online music distribution. The 20GB U2 iPod features engraved U2 band signatures. It will ship at midmonth for $349. The color model—the iPod Photo—is available now in a $499 40GB version and a $599 60GB version. *—Sebastian Rupley, PC Magazine*

PRINTERS

Xerox updates business line

XEROX THIS WEEK IS SHIPPING monochrome printers targeted at midsize and large businesses. The Xerox Phaser 5500 prints 50 ppm (pages per minute) for both single- and two-sided documents. The printer has a 500MHz processor and 128MB of RAM, which is upgradable to 512MB.

The Phaser 5500 comes in five flavors, with the base model starting at $2,499. A networked model costs $2,999, while a model with standard duplexing costs $3,399. Other models add paper trays and finishing options.

For smaller businesses, Xerox will roll out the Phaser 3150 desktop laser printer, which prints 22 ppm. Costing $349, it has 32MB of memory and a 166MHz processor.

Also for smaller businesses, Xerox will ship a desktop multifunction machine, the WorkCentre PE 120, which can print, copy and fax. The device prints 22 ppm. The base model costs $549, and a networked model, the PE 120i, costs $649. *—Shelley Solheim*

ERP

Intalio extends app processes

INTALIO LAST WEEK ANNOUNCED technology to help companies extend business processes within ERP (enterprise resource planning), supply chain management and CRM (customer relationship management) environments.

Pricing begins at $549 for the multifunction WorkCentre PE 120.

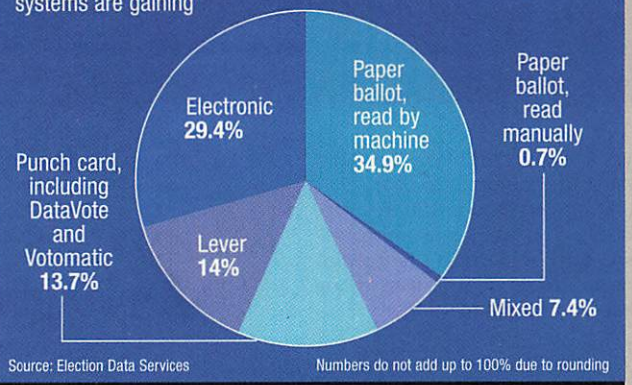
The Intalio/APEX 3.0 platform is optimized for SAP's ERP software. The platform employs SAP's NetWeaver integration stack and lets users consolidate multiple instances of MySAP; integrate new SAP modules; or upgrade to the latest version of SAP's software, R/3 4.7, without making significant changes to the applications themselves, Intalio officials said.

APEX, or application process extension, is compatible with SAP's Version 4.7 suite, as well as with older versions, including R/3. *—Renee Boucher Ferguson*

BY THE NUMBERS

Voting systems for presidential election

Machine-read paper ballots still lead, but electronic voting systems are gaining


Paper ballot, read by machine 34.9%
Paper ballot, read manually 0.7%
Electronic 29.4%
Punch card, including DataVote and Votomatic 13.7%
Lever 14%
Mixed 7.4%

Source: Election Data Services

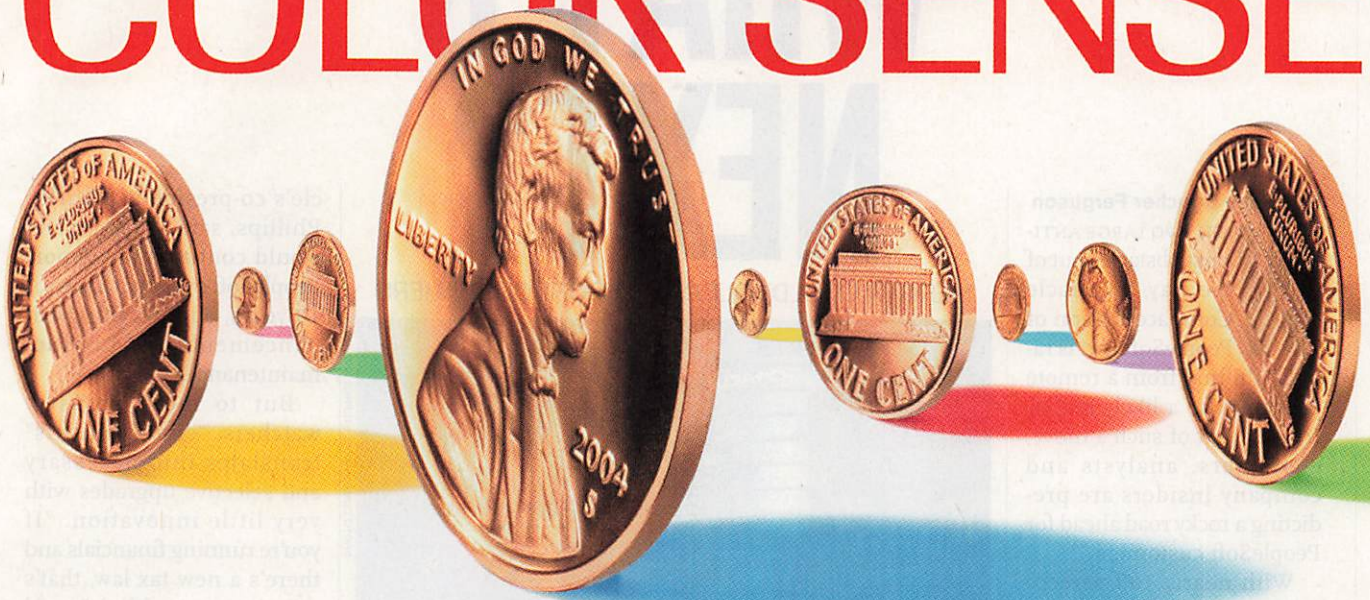
Numbers do not add up to 100% due to rounding

QUOTE OF THE WEEK

We have to have a decision, whether we're going to Oracle or not, and let it be final. Right now, we're stuck in this middle ground.

Fred Pond, IS director for PeopleSoft user Schnitzer Steel Industries

COLOR SENSE



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WHAT'S NEXT?

MERGER COULD JOLT PEOPLESOFT CUSTOMERS

By Renee Boucher Ferguson

WITH TWO LARGE ANTITRUST obstacles out of the way, an Oracle Corp. acquisition of PeopleSoft Inc. is rapidly shifting from a remote possibility to a likely reality. In the event of such a move, customers, analysts and company insiders are predicting a rocky road ahead for PeopleSoft customers.

With nearly 100 percent product overlap between Oracle's E-Business Suite and PeopleSoft's Enterprise and EnterpriseOne suites, polar-opposite views on supporting technologies, and classic cultural differences, Oracle's challenges postmerger will be far more critical than its recent regulatory hurdles. But how the Redwood Shores, Calif., company resolves each could have a dramatic impact on the thousands of global companies relying on PeopleSoft's enterprise software.

The European Commission's announcement last week that it will not block the proposed deal came on the heels of a similar decision in September by the Northern California U.S. District Court to allow the deal, after Oracle's takeover attempt was challenged by the U.S. Department of Justice on antitrust concerns.

Now a ruling by Delaware Court of Chancery Judge Leo Strine, expected by month's end, could remove yet another set of obstructions for Oracle: PeopleSoft's controversial Customer Assurance Program and poison-pill anti-takeover measures that would cost Oracle billions more than its current $21 per share, or $7.7 billion, tender offer with a successful acquisition.

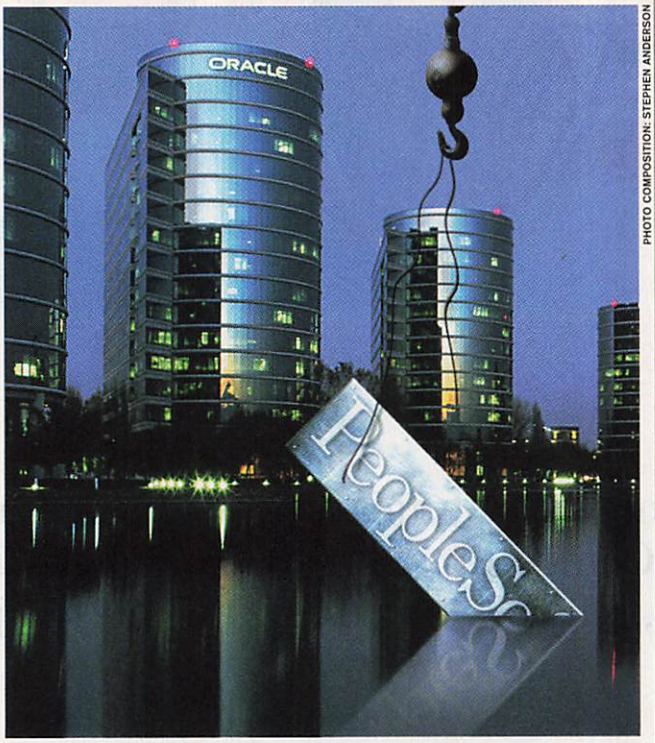

PHOTO COMPOSITION: STEPHEN ANDERSON

While shareholders may have the final say in what's become a fierce showdown between the two business software developers, it is PeopleSoft customers that should prepare for what many in and around the two companies are saying will be a painful integration.

Oracle has been relatively unambiguous about its product strategy should it acquire PeopleSoft, of Pleasanton, Calif. In a letter to PeopleSoft customers posted on Oracle's Web site in September, Oracle's co-president, Charles Phillips, said the company would continue to support PeopleSoft's product lines for 10 years, with ongoing enhancements and product maintenance.

But to most industry watchers, "enhancements" translates into necessary and selective upgrades with very little innovation. "If you're running financials and there's a new tax law, that's going to get added," said David Yockelson, an analyst with Meta Group Inc., in Stamford, Conn.

It's also not clear if Oracle's product support plans include PeopleSoft's complete product line, including the former J.D. Edwards & Co.'s OneWorld, now EnterpriseOne, and World, now PeopleSoft World, suites.

"I've speculated that one of the actions that Oracle would take is to sell off the JDE organization," said Jim Shepherd, an analyst with AMR Research Inc., in Boston. "The good news is that simplifies the integration side. What Oracle said all along is they didn't have much interest in [the JDE] customer base—with the IBM customer base."

In addition to product and road map support, Oracle has announced that it would

[CONTINUED ON PAGE 24]

Ex-JDE customers brace for another transition **PAGE 22**

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The waiting game

EX-JDE USERS SUSPEND PLANS PENDING TAKEOVER BID OUTCOME

By Dennis Callaghan

FORMER J.D. EDWARDS & CO. customers, who've weathered a sometimes bumpy transition to becoming PeopleSoft Inc. customers, are now waiting to see if they'll have to go through the whole process again if Oracle Corp. succeeds in its hostile takeover bid for PeopleSoft.

And it's the waiting that's the hardest part, as customers put new development plans on hold to see where they'll end up—remaining PeopleSoft customers, becoming Oracle customers or becoming customers of another software company, should Oracle choose to spin off the old J.D. Edwards business to a third party.

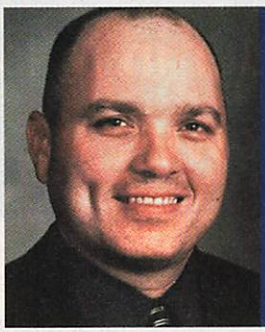
"I can't say that we'd be looking forward to another change, but it would be better than the turmoil of the last few months, where we don't know where we're going to end up," said Fred Pond, director of IS for Schnitzer Steel Industries Inc., of Portland, Ore., a PeopleSoft EnterpriseOne, former J.D. Edwards OneWorld customer.

"We have to have a decision, whether we're going to Oracle or not, and let it be final. Right now, we're stuck in this middle ground," Pond said.

Publicly, Oracle has committed to supporting all PeopleSoft applications, including the former J.D. Edwards product lines, for at least 10 years if it succeeds in acquiring PeopleSoft. An Oracle spokesperson maintained that position last week.

But since Oracle, of Redwood Shores, Calif., announced its plan to buy PeopleSoft, of Pleasanton, Calif., in June 2003, industry watchers have speculated that the former J.D. Edwards customer base, the majority of which is on IBM's DB2 database, could get spun off elsewhere. Previous media reports indicated that Chicago-based SSA Global Technologies Inc. is a likely suitor for the former J.D. Edwards business.

SSA has purchased nine companies since April 2001, including Computer Associates International Inc.'s InterBiz product group; Infinium Software Inc.; Baan Co.; and, in July, Marcam Solutions Inc. An SSA spokesperson declined to comment on the company's interest in a side deal with Oracle, citing the quiet period SSA is in after recently filing an S-1 form for an initial public offering.



'Though I would be amenable ... to Oracle—it would be with a certain level of trepidation.'

–JOHN MATELSKI

Pond said he'd rather end up with Oracle, which he felt was more likely to provide a long-term migration path on top of the 10-year support the company has promised so far. "But if we could get that 10-year commitment from SSA, we could work that into our own plans," he said. "Over a 10-year period, a million things are going to change."

John Matelski, deputy CIO and chief security officer for the city of Orlando, Fla., also a PeopleSoft EnterpriseOne customer, said the AS/400-based World product line developed by J.D. Edwards was a likely candidate for a spinoff to another company.

"It is obviously a DB2-based solution, and it may be something they would prefer to spin off," said Matelski. He and Pond both said, however, that World would bring in lucrative maintenance contracts to whoever bought the software.

"If Oracle pays $7.7 billion for PeopleSoft, they may be interested in spinning that product off for cash," Pond said.

To be sure, the transition to PeopleSoft has been a rocky one for former J.D. Edwards customers. PeopleSoft's licensing and support contracts are different, with an emphasis on enterprise, rather than per-user licensing, Pond said. But he said PeopleSoft, so far, hasn't forced his company to change.

Pond is president of Quest, the independent user group for PeopleSoft's EnterpriseOne and World customers. PeopleSoft, however, has not supported the organization, which enjoyed a much closer relationship with J.D. Edwards, according to Pond.

Pond said he hasn't gotten any indication from Oracle that it would treat Quest differently, although Oracle Executive Vice President Chuck Phillips did speak at a Quest conference in March, during which he promised Oracle's support for all PeopleSoft applications, in the same way that Oracle continues to support the Rdb database product it acquired from Digital Equipment Corp. in 1994.

Joshua Greenbaum, principal of Enterprise Applications Consulting, in Berkeley, Calif., said Oracle would likely want to keep the former J.D. Edwards customer base, with the hope of upselling those users to its database and application server technologies.

"They could find a partner who will do the maintenance of the product line in the iSeries [World] family; that's easy enough to do," said Greenbaum. "In the meantime, they continue to own the customer base; they continue to upsell to them. They'll have an inside track."

Matelski, whose PeopleSoft applications run on DB2, said he would expect incentives from Oracle to migrate to its database long before any acquired product lines would be eliminated.

"Though I would be amenable to migrating over to Oracle—it would be with a certain level of trepidation," Matelski said. "There are significant costs associated with the migration from DB2 to Oracle, and the associated licensing and maintenance costs would also be substantial. The pain and cost of converting from DB2 back to Oracle is not something that the city would look forward to." e

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CHALLENGES FROM PAGE 20

create a sort of super, combined product with the best functionality culled from PeopleSoft's code base rewritten into Oracle's E-Business Suite code base.

Analysts speculate Oracle would take advantage of PeopleSoft's development in finance, human capital management, enterprise performance management, lean manufacturing, supplier relationship management and supply chain planning.

According to Oracle's Phillips in his September letter, PeopleSoft customers would receive free module-to-module exchanges, along with free database licenses, if they chose to migrate to Oracle's E-Business Suite "superset" in the event of a buyout. Oracle would then go to market with one set of applications—its E-Business Suite, officials said.

But for customers and analysts, the underlying infrastructure of both companies' software is equally as critical as the products themselves. For example, Oracle's applications are optimized for its own database and application server, while PeopleSoft's applications are written with an abstraction layer to support a variety of platforms, primarily Oracle and IBM databases and Oracle and BEA Systems Inc. application servers.

Considering that nearly 40 percent of PeopleSoft's 12,750 users are on non-Oracle databases (PeopleSoft doesn't release the number of customers running BEA application servers), the question becomes not which applications—but which infrastructures—Oracle would support.

Market watchers agree Oracle would have little desire to continue PeopleSoft's strategic relationships with BEA and IBM. "We don't see those relationships being particularly strategic to Oracle," said Lee Geishecker, an analyst with Gartner Inc., in Stamford, Conn.

Added Meta's Yockelson, "What we don't know is if Oracle would suddenly decide what support they will maintain, depending on what infrastructure is in place. It is an element of risk. There is no certainty they would support other infrastructures."

Part of the infrastructure decisions Oracle would face revolve around PeopleSoft's third-party technology agreements, such as its $1 billion co-development deal with IBM announced in late September. This deal, many speculate, would be over with an acquisition, particularly given PeopleSoft's plans to bundle WebSphere middleware into its applications. Analysts speculate that neither the IBM nor the BEA relationship would fit into Oracle's long-term plans.

"It is unlikely that Oracle would want to continue spending money on development to shift to an IBM platform," AMR's Shepherd said. "So, effectively, if this acquisition takes place, this deal is dead."

Officials at IBM, of Armonk, N.Y., and BEA, of San Jose, Calif., declined to comment on their plans should Oracle acquire PeopleSoft. Likewise, Oracle PeopleSoft officials declined to comment on the article.

"All PeopleSoft applications will run on the Oracle database and Oracle application server—that's unequivocal," said John Ottman, executive vice president of worldwide markets at Corio Inc. and a former 10-year executive with Oracle. "We had a saying at Oracle: Never lose the database. It's fundamental to the Oracle strategy. The biggest reason why Oracle would want to buy PeopleSoft would be to secure the Oracle database [on PeopleSoft] and secure maintenance."

Oracle's E-Business Suite is built on the Oracle language and is proprietary. There is no way to port the suite to any other database, according to Ismael Ghalimi, president of Intalio Inc., which develops business process management software that interoperates with SAP AG, Oracle and PeopleSoft software. Practically speaking, "Oracle is not going to make the investment for portability moving forward—it's expensive," Ghalimi said. "But most importantly, Oracle wants to sell the database."

PeopleSoft Enterprise user Andrew Albarelle, principal executive officer with staffing consultancy Remy Corp., has no intention of attempting to port his applications to Oracle's database.

"If they gave [the database] away, if it were free, I wouldn't nibble on that because eventually they are going to charge you," said Albarelle in Denver. "Our original [PeopleSoft] 8.0 environment was in Oracle, and it was very expensive, and it wasn't as stable as it is now ... [with Microsoft Corp.'s] SQL [Server]."

Like many PeopleSoft customers, Remy has a contingency plan in place should Oracle acquire PeopleSoft. Now in the midst of a core financials upgrade to Enterprise 8.8, Albarelle would go off maintenance from PeopleSoft and homegrow his applications. He would wait two or three years and reevaluate what's available then.

'Oracle is committed to maintaining the PeopleSoft software and ensuring customers remain satisfied, while providing a superior future product roadmap.'

–EXCERPT OF PHILLIPS' LETTER TO PEOPLESOFT CUSTOMERS

Because of a recent acquisition, Peter Pereria, CIO of Sun Life Financial Inc., in Toronto, is migrating some PeopleSoft subledgers to Oracle's financial modules. While migrating, Pereria said, he looked not just at the PeopleSoft and Oracle environments but also beyond what he was currently using to migrate into areas such as banking and reconciliation.

Because his PeopleSoft applications were already based on Oracle's database, Pereria said, the transition has been relatively smooth. But he cautioned that companies attempting the same move should resist modifications to their software, such as customizations that make porting more difficult, and instead rely on open standards.

"Most of the challenges will come in understanding what you're getting into," Pereria said. "It's single-digit or low double-digit. Half of it is understanding what you're buying into." e

Cingular's acquisition of AT&T Wireless OK'd

By Shelley Solheim

FEDERAL REGULATORS LAST week cleared the way for Cingular Wireless LLC's $41 billion acquisition of AT&T Wireless Services Inc., despite worries that the pairing will decrease competition and increase prices.

The combined company will have about 46 million customers, making it the nation's largest wireless carrier. The next largest, Verizon Wireless, has about 40 million. The merger also cuts the number of national wireless carriers to five.

Cingular officials said the merger will bring expanded coverage and services to customers. The company has already begun opening both carriers' GSM (Global System for Mobile Communications) networks to customers. In the next six weeks, the handoff between networks will be handled automatically so that customers will be connected to whichever network has a stronger signal.

When the companies unite, customers will be able to make unlimited mobile-to-mobile calls to any Cingular or former AT&T Wireless customer in some plans, officials said. But the physical integration of the systems and networks will take 18 months to two years.

Critics of the plan say the merger will lead to less competition and, in turn, higher prices for consumers.

"Any immediate advantages consumers see will be overshadowed by the disadvantages," said Susanna Montezemolo, policy analyst with the Washington-based Consumers Union, publisher of Consumer Reports. "The way the order was written—both with the U.S. Department of Justice and the FCC [Federal Communications Commission]—set a precedent that all you need is three competitors. From our point of view, what's needed is more robust competition."

Although there will be layoffs, Cingular will not cut workers before the end of the year, said Cingular CEO Stan Sigman, who will remain in his current post. Cingular officials would not comment on how many of the combined companies' 68,000 employees would be laid off. Cingular's headquarters will remain in Atlanta, although Sigman said on a conference call with reporters last week, "That doesn't mean all workers will have to be in Atlanta." e

Airespace and Aruba branch out on WLANs

PRODUCTS ZERO IN ON SMALL OFFICES, SECURITY

By Carmen Nobel

AS WIRELESS LAN SWITCHES mature, leaders in the space are developing products to augment switch-based WLANs to focus on branch offices, security and quality of service for voice traffic.

Airespace Inc. has introduced a switch designed for offices that require WLAN coverage of less than 60,000 square feet.

The Airespace 3500 has most of the management features of its big brothers, the 4000 and 4100, but supports only six access points, said officials at the San Jose, Calif., company. It includes four Fast Ethernet ports to connect to wire-line infrastructure. The switch will be widely available next month. Pricing depends slightly on configuration but starts at $2,000.

At the same time, Airespace is introducing upgrades to its AireOS management software, focusing on bandwidth allocation and security.

The software now includes several priority queuing features that provision bandwidth according to groups or individuals and what services they are using. It also has new intrusion detection capabilities that are flash-based, so administrators don't have to take down the IDS (intrusion detection system) to update files.

Within a few months, Airespace plans to launch a tracking service, wherein customers will pay a monthly fee to be informed of new security attacks. The company is in the process of hiring a dedicated attack tracker.

Meanwhile, Aruba Wireless Networks Inc., of Sunnyvale, Calif., is readying a new access point that was designed—at least more than any of the company's other products—to obviate the need for a switch in small offices, officials said.

The Aruba AP70 grid point includes two Ethernet ports, so one can hook up to the wire and the other can hook up to a hub. It also includes a USB (Universal Serial Bus) port, as well as two radios that support 802.11a and 802.11b/g.

Officials declined to divulge pricing or availability, but sources close to the company said that it will hit the market before year's end. e

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Eric Lundquist: Up Front

IBM's tech appeal

MAKES ON-DEMAND COMPUTING PUSH TO SMB SEGMENT

THIS IS A GREAT TIME TO BE IN TECHNOLOGY. I love these times." Not a comment you'd expect from someone in corporate IT in this era of budget cuts, outsourcing and general technology wariness. However, **Sherra Pierre**, vice president of IS for Sesame Workshop (yes, the Big Bird folks), was sincere in her observations about using technology to compete in a world full of Disney-size competitors.

Pierre was on a panel about midsize-business operations assembled by **IBM** in New York last week. Two years after announcing that on-demand computing was the centerpiece of its technology strategy, IBM is engaged in an aggressive drive to expand its presence in the SMB segment. The panel was part of a daylong event to showcase IBM's efforts.

A panel handpicked by a vendor does not indicate a trend, but there are signs of energy and excitement coming back into the technology market. "Technology is the critical enabler" for business growth, said **Linda Sanford**, IBM's senior vice president in charge of the company's transformation into an on-demand business.

Technology remains the fastest way to accelerate a good business strategy. The difference this time around, I believe, is that the on-demand underpinnings let you increase your technology capacity as your business grows. This is a big change from the era of big, upfront technology investments that you hope pay off.

IBM's attempt to become the on-demand company outlined by Chairman **Sam Palmisano** two years ago is proceeding well, said Sanford. The first focus has been on the supply chain, a segment that represents $40 billion in spending for IBM. Sanford said IBM, so far, has integrated 30,000 suppliers with an online supply chain in which 90 percent of the transactions are hands-free operations. Creating a digital supply chain can save $4 billion to $6 billion, said Sanford.

While the dollar savings are not as great for a small or a midsize company, the percentage of savings is similar, according to IBM. Smart companies will take those savings and plow them into growth investments. And those investments related to software should go to open systems, Sanford said. "Vote with your pocketbooks, and only invest in open systems," Sanford told the conference attendees.

The problem for IBM and other companies promoting on-demand or related concepts has been explaining what the term means not just to technology execs but to CEOs as well. While **Marc Lautenbach**, IBM's general manager of global small and medium business, said the company is launching a $200 million advertising campaign, among other activities, to drive home the SMB on-demand message, IBM still has a ways to go.

I suggest that IBM look to two companies to explain on-demand computing. Those companies, **Amazon** and **eBay**, represent the new energy that seems to be building for renewed technology investment. On those platforms, technology is the underlying business enabler for buyers and especially sellers. The technology underpinnings let the business process scale from the smallest one-off sale to sales of cars and real estate. With such a model, as your business grows, the computing resources can scale to meet your needs. The sellers' requirements for financial transactions, security and scale are met without the seller worrying about operating systems, application compatibilities or hardware upgrades. The systems simply grow to accommodate business growth.

As part of their IT and business strategies, Amazon and eBay opened their platforms to developers. Those developers are busy writing the add-on programs that generate business for them and increase sales for the sellers. Again, the sellers don't have to worry about system compatibility for those add-on capabilities.

Of course, Amazon and eBay take a piece of the action for worrying about the technology in what is a subscription model based on a sales percentage. Come to think of it, maybe that is the way vendors such as IBM should price their products—now that would show real faith in selling technology as a business enabler. e

> On-demand underpinnings let you increase your technological capacity as your business grows.

Editor in Chief Eric Lundquist can be reached at eric_lundquist@ziffdavis.com.

B2B: Analytics

Pursuing next level

BUSINESSES ADOPT MORE ADVANCED DATA MINING TECHNOLOGIES

By Dennis Callaghan

WHILE ANALYZING CUSTOMER relationships is key to consumer-facing industries such as retail, businesses that sell to other businesses are increasingly using sophisticated analytics as well.

Whether it's reining in costs to improve efficiency or finding valuable information in data, business-to-business companies are turning to advanced data and text mining, as well as analytical CRM (customer relationship management) and business metrics.

Porrazzo: Apex wants to get actuaries "closer to the data."

Niis/Apex Group Holdings, which provides risk management and reinsurance services to health insurance and self-insured companies, is using analytics to help those businesses better manage spiraling health care costs and promote wellness among patients.

Niis/Apex uses data mining technology from SAS Institute Inc. to accomplish this. It's in the second stage of a three-stage process, according to Jody Porrazzo, director of econometric risk strategy at Apex. "Our goal is to get our actuaries closer to the data," said Porrazzo, adding that by using SAS' Enterprise Guide application, Niis/Apex actuaries can easily and quickly access data without IT assistance, a process that might have taken days before.

Having a solution in place that gives everyone access to data was the first phase of Porrazzo's project. The current phase includes adding what Porrazzo calls heavy-duty predictive analytics, trending and time-series analysis.

In Phase 3, Apex plans to adopt SAS' Enterprise Miner and Text Miner. Enterprise Miner adds a graphical interface to the data mining process, including if ... then scenarios, while Text Miner adds analysis of textual data such as symptom reports and nurses' notes. "Phase 3—that's 'Star Wars,' that's 'The Matrix,'" said Porrazzo in Princeton, N.J.

Both rising health care costs and patients' lives are at issue, according to Porrazzo. Through SAS analytics, actuaries can track correlations between the use of fertility drugs and the incidence of babies born with low birth weight or compare the cost of using experimental drugs to reduce brain swelling caused by head trauma with the cost of continuing care for brain-injured patients.

The applications also look for indications that patients could be at risk for requiring expensive medical treatment and look to prevent traumatic injuries, diabetic shock and chronic heart disease, long before such treatments are required.

"The most important thing is disease management," said Porrazzo. "We need to help customers plan and budget for future costs and prevent something bad happening to patients whether it's three years, 25 years or 50 years down the road. Most importantly, it's about keeping people well."

'We need to be able to look at unstructured data. ... There's ... important information.'

The system can analyze patient medical records and spot risk factors for chronic heart failure, such as smoking, obesity or high blood pressure, said Porrazzo. Ultimately, she said, it will take text mining to make the analysis complete.

"We have access to structured data now; we can put it into a table. But we need to be able to look at unstructured data," said Porrazzo. "There's some very important information in that unstructured data. That's the future of where my company needs to be."

According to Porrazzo, nothing can match the high-powered analytics that SAS provides. "Most predictive models out on the market use canned regressions, t-tests and correlations. Those aren't very robust models," she said.

SAS, on the other hand, supports more advanced data mining, including fuzzy cluster data models and neural networks, that help Apex meet its business goals, according to Porrazzo.

"We need to lower costs [and] have positive outcomes. We need to manage high-cost claims by identifying those patients that are potential high-cost claims," Porrazzo said.

B2B analytics was a key part of the recent outsourcing deal IBM announced with Dun & Bradstreet Corp. last month. D&B, of Short Hills, N.J., is outsourcing its customer service, data acquisition, and delivery and financial processes to IBM, of Armonk, N.Y. The deal calls for IBM to apply real-time analytics to the more than 100,000 D&B client relationships in a bid to improve client service and reduce costs.

And The CEI Group Inc. uses business analytics for applying risk management to the vehicle and driver management services it provides to corporate clients, including processing accident claims and managing vehicle repairs.

CEI uses Business Objects S.A.'s business intelligence platform technology to track data generated by CEI's custom workflow application known as IntelliClaim. By tracking more than 100 metrics daily, CEI can measure timing, cost and control for nearly every component of its vehicle repair and safety programs.

With Business Objects-based technology, CEI can determine what drivers are at high risk for accidents and what vehicles are responsible for the most claims. The system can also determine accident rates and repair costs for vehicles, ultimately affecting CEI's future fleet purchasing decisions, said company officials in Trevose, Pa. e

"We're aiming for more integration with fewer moving parts," said Robert Clyde, vice president and chief technology officer at Symantec, based in Cupertino, Calif. "As a general rule, we'll be looking for areas of integration and consolidation."

This theme of integration and consolidation is not unique to Symantec. Many of the company's competitors, including McAfee Inc. and Computer Associates International Inc., have been following similar paths recently. McAfee, in particular, has been paring down its product line and jettisoning anything that isn't directly related to security in general and intrusion prevention specifically. Like Symantec, McAfee has been adding new features and capabilities to its integrated security appliances and intrusion prevention offerings.

As part of the new strategy, Symantec last week announced two updated products, ESM (Enterprise Security Manager) 6.1 and Symantec Gateway Security 4.0. The new version of ESM includes features to aid with compliance reporting and preconfigured modules for Sarbanes-Oxley Act and Gramm-Leach-Bliley Act assessments.

Another key component of the information integrity strategy as articulated by Symantec is the company's Live Update service. The service typically is used to send updated anti-virus signatures to users of the company's Norton AntiVirus products. Going forward, Symantec will be sending the exploit-blocking fingerprints via Live Update, as well, Clyde said. The key, he added, is to get the customers updates as soon as possible once the vulnerability is analyzed.

Safe and sound

Technologies in Symantec's new information integrity strategy:

- Risk assessment
- Generic exploit-blocking
- Endpoint compliance-checking

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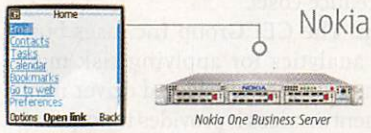

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and Silicon Graphics Inc., to build faster supercomputers.

IBM's Blue Gene project is aimed at creating powerful supercomputers that are smaller and consume less energy than their counterparts, said officials in Armonk, N.Y. A Blue Gene machine currently under development by IBM at Lawrence Livermore National Laboratory in Livermore, Calif., will reach a peak of 360 teraflops, officials said.

NEC's SX-8 is designed to carry more punch in a smaller package, too. According to officials with NEC, of Tokyo, the SX-8 is 25 percent smaller and consumes 50 percent less power than conventional supercomputers, thanks to the ability to put processors and memory on a single module. A single node carries as many as eight processors; the largest multiple-node configuration includes 512 nodes.

But NEC and IBM are not alone in the power pursuit. SGI last week said the Columbia supercomputer running at NASA's Ames Research Center, in Mountain View, Calif., achieved a sustained peak of 42.7 teraflops. The supercomputer is built from SGI's Altix systems and powered by Intel Corp.'s 64-bit Itanium processors, according to officials with SGI, also in Mountain View.

When completed, Columbia will comprise 20 Altix systems. The 42.7-teraflop mark was reached using 16 of those systems powered by 10,240 Itanium processors.

Such massive single-box supercomputers are useful for particular niche applications, such as modeling for weather-forecasting jobs.

But while there can be some trickle-down benefits for enterprise IT in the research, it doesn't have the same impact as work on cluster computing, said Gordon Haff, an analyst with Illuminata Inc.

"To the degree that high-performance computing is relevant to the enterprise—and it increasingly is—it's more about cluster technology," said Haff in Nashua, N.H.

Symantec aims for data integrity

NEW STRATEGY BLENDS AVAILABILITY, SECURITY

By Dennis Fisher

SYMANTEC CORP. IS launching a new corporate strategy fusing security and risk management, a concept that the company is calling information integrity.

The strategy, unveiled at a series of simultaneous events around the world last week, is not entirely new and is, in part, a restatement of concepts that Symantec and other companies have been focusing on for some time. The heart of the idea is that for information to be useful to an organization it must be both highly available and secure. If either condition is not met, the data is useless. This is the same concept behind the decades-old discipline of information assurance.

In Symantec's world, the key to delivering information integrity is the integration of vulnerability assessment, attack prevention, threat mitigation and disaster recovery. The company plans to integrate more of the products in its ever-expanding portfolio to make it easier for customers to protect their networks with fewer potential points of failure, officials said.

Symantec is also adding new technologies to its products, including generic exploit-blocking. This capability can be used to analyze new vulnerabilities and "fingerprint" them so the security device will recognize and block attacks targeting those particular weaknesses.

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In pursuit of power

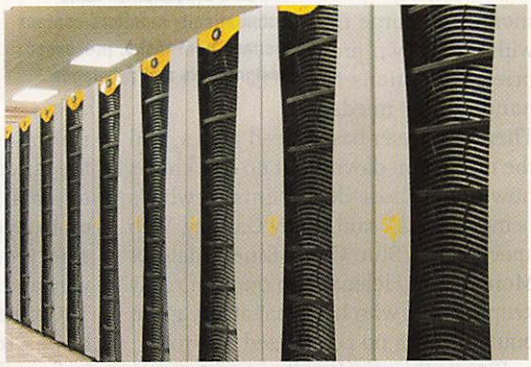
By Jeffrey Burt

NEC CORP. IS NOT GOING TO LET IBM wrest the title for the fastest supercomputer without a fight.

With the SC2004 supercomputing show less than a week away, NEC has unveiled the SX-8 vector computer, a system with a peak performance of 65 teraflops, or 65 trillion calculations per second, company officials claim. That performance almost doubles that of one of the top machines in IBM's Blue Gene project, which, in late September, peaked at 36.01 teraflops, IBM officials said.

At the show in Pittsburgh, the Top500 organization will release the list of the 500 fastest supercomputers. Since 2002, Japan's giant 5,120-processor Earth Simulator supercomputer, built by NEC, has sat atop the list, with a sustained peak of 35.86 teraflops.

The Earth Simulator stunned U.S. scientists and politicians, who feared the country was losing its technological edge and pushed for programs from computer makers, including IBM, Cray Inc.



SGI's Columbia system peaks at 42.7 teraflops.

Storage: Content management

Getting in the flow

EKTRON, PERCUSSION, CROWNPEAK TAKE ON WORK PROCESSES

By Brian Fonseca

MUSHROOMING LEVELS OF DATA being created by disconnected enterprise and Web content sources is pressuring customers to more effectively wrap their arms around content-centric applications while improving productivity.

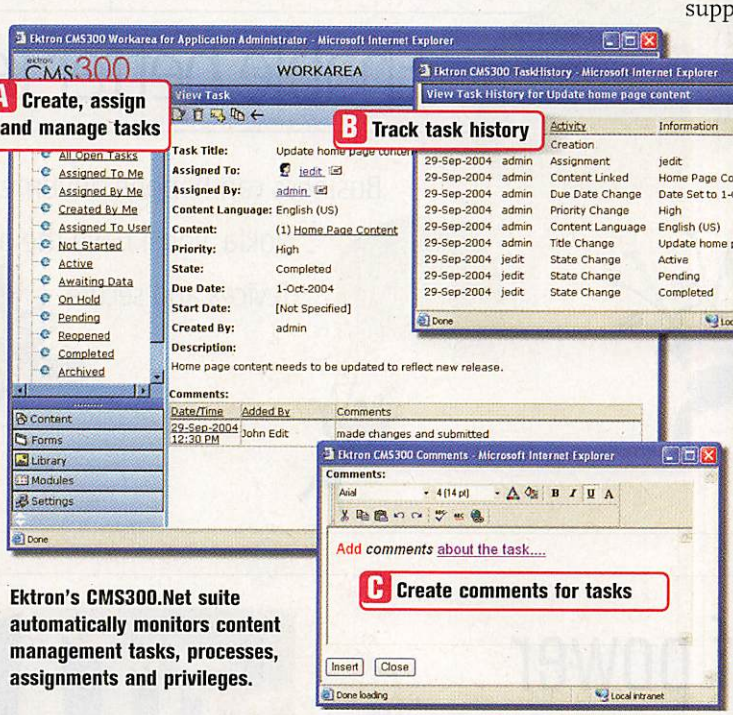
Ektron Inc., Percussion Software Inc. and CrownPeak Technology Inc. are building new software tools designed to bolster content management workflow processes, track accountability of assigned tasks and reduce complexity of managing content going unchecked among separate business units of an IT environment.

"Each section of the business has their own content management [practice]; they all know they've been storing documents and come up with [their] own proprietary solutions to handle their needs. Then a browser-based need arises, and the realization dawns that no one knows how to get those documents or what's being created," said Cindy Gaffney, Web specialist at Blue Cross Blue Shield of Montana, in Helena. "No one can really keep track of who has what at any given point. There's no centralized control."

Ektron this week will unveil a workflow suite designed to automate the collection, management and approval of Web content. The suite works in conjunction with Ektron's CMS300.Net offering and will be part of its CMS400.Net upgrade due at the end of the month.

The software allows automated content process controls to monitor task assignment, privileges, progress and completion, said William Rogers, president and CEO of Ektron, of Amherst, N.H. Rogers likened his new software to a FedEx Corp. tracking system, determining if the individual ever started the task and whether the task is waiting for data; if it is on hold; if it has moved on to a pending process; whether it was rejected; if it got rejected and, if so, why; and reopening the task, if necessary.

Gaffney, an Ektron customer, said she hopes to install the workflow suite before the end of the year. She said the product should enable the company to tie together and automate various content policies and project management across the organization.



Ektron's CMS300.Net suite automatically monitors content management tasks, processes, assignments and privileges.

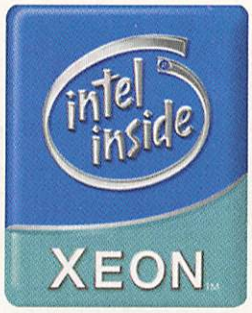
In addition, the Ektron workflow suite features enhanced international language support. Ektron's CMS300 and CMS400 run on Microsoft Corp.'s Windows Server 2003 and .Net platforms.

Tailored for companies looking to mix enterprise and Web content, Percussion last week announced its updated Rhythmyx 5.5 offering, with pricing starting at $95,000. The platform focuses on controlling unstructured content by featuring Document Management module enhancements via a Text Extractor that "reuses" content trapped in various binary file types, as well as new semantic search capabilities, said Percussion officials in Woburn, Mass.

The software's Digital Asset Management module offers a new In-Line Image Editor, plus new WebDAV (Web-based Distributed Authoring and Versioning) support to simplify content drag and drop from familiar desktop tools such as Adobe Systems Inc.'s Photoshop; Macromedia Inc.'s Dreamweaver; and Microsoft's Word, Excel and PowerPoint, to name a few. In addition, Collaboration enhancements allow users to collaborate on Rhythmyx-managed content from portals, e-mail and other applications.

Rhythmyx 5.5 beta user Matthew Petrie, e-marketing manager for The MathWorks Inc., in Natick, Mass., said the product's biggest benefits are usability improvements on the interface and bolstered search functions. "You can search on any field within the content, which is very powerful," Petrie said.

For its part, CrownPeak is building a hosted Web records management offering it plans to make available before the end of next quarter. Through a partnership with a storage management vendor, the new remote service will track, time-stamp and store every change made to a Web site in a format the customer chooses for its needs, said Jim Howard, CEO of Los Angeles-based CrownPeak.



64

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42
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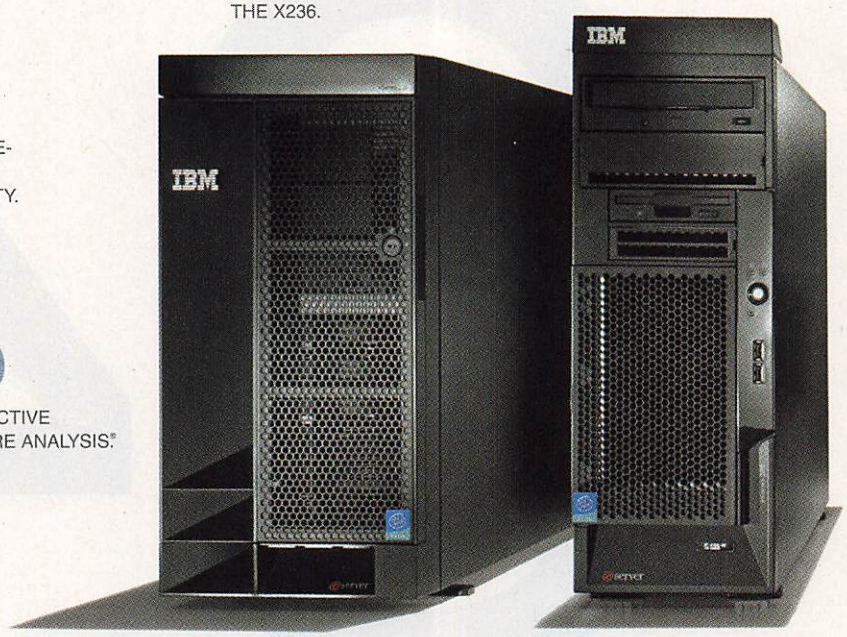
2
THE X236.

1
THE X226.



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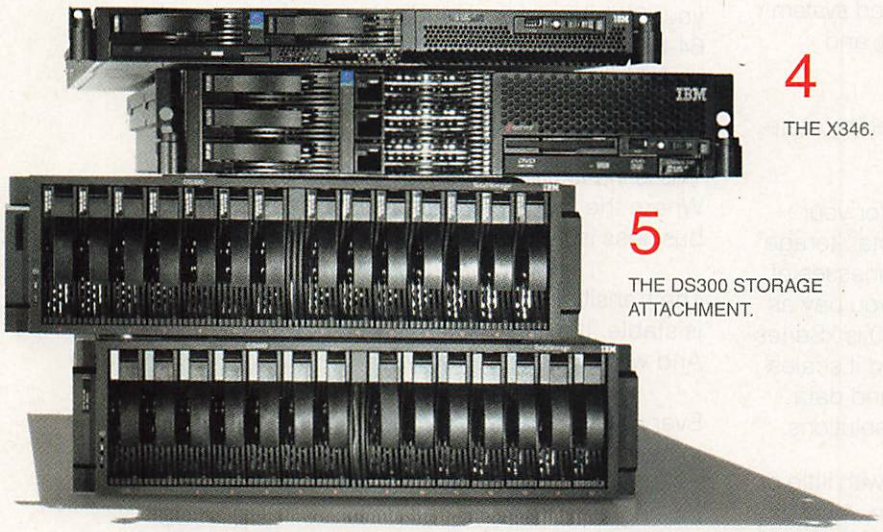

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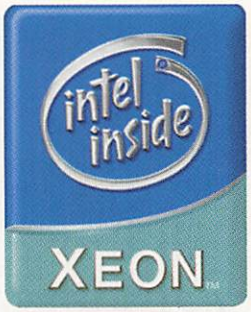

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Scot Petersen: News Edge

Search run amok

INDUSTRIAL-STRENGTH ENGINES TOO MUCH FOR DESKTOP

THE FIRST SIGNS OF GOOGLE'S SUCCESSFUL IPO are reverberating through the tech industry.

The search company's first public earnings report showed that profits jumped more than 150 percent over last year's third quarter and shot the stock price up to $190 last Monday. That's more than double the August offering price of $85. So much for worries of a soft IPO market.

Google is wasting no time putting those IPO billions to work. There's the gmail e-mail service and word of a new browser on the way to compete with Internet Explorer. But there's another big effort that is troubling me.

The Google Desktop Search application, launched last month, sounds like a great idea: Rather than bring the computer to Google, as one analyst put it, let's bring Google to the desktop. But like all grand plans, it's not that simple. And it's not just Google. As eWEEK reported last month, Microsoft Research is ready to integrate several projects in MSN Search and "Longhorn," the next version of Windows, along the lines of "personalized" search. Technology from the company's Lookout Software acquisition this year is already part of MSN Search. In addition, Google's other main competitor, Yahoo, in October bought Stata Labs, whose Bloomba technology allows users to search e-mail and attachments.

Search is fine when it has a point, but Google and others' efforts here are just another signpost along the road to dumbing down the Web. To wit: "Users no longer understand the difference between their hard drive and the Web," Marissa Mayer, Google's director of consumer Web products, told eweek.com's Matt Hicks. "All they can remember is that they've seen something." I don't know about you, but searching for something on my computer is not that difficult—almost as easy as keeping your files organized in the first place.

Migrating search downstream to the user desktop is a natural and inevitable extension of Google's Web engine. And certainly, desktop search gives the search industry a reason to consolidate further, with Google, Yahoo and Microsoft seeking to corner the market. That means putting search technology everywhere.

> The overhead created by Google Search turned my daily work into a daily grind.

But searching giant, ever-changing realms such as the Internet, intranets or even directories, is one thing. Searching your PC is another—even for me, a person who generates, reads or otherwise interacts with hundreds of files per week. Search with technology as powerful as Google or whatever Microsoft is conjuring is overkill. Windows, Mac OS and Linux already contain search tools, which work fine if you know how to type in the keywords.

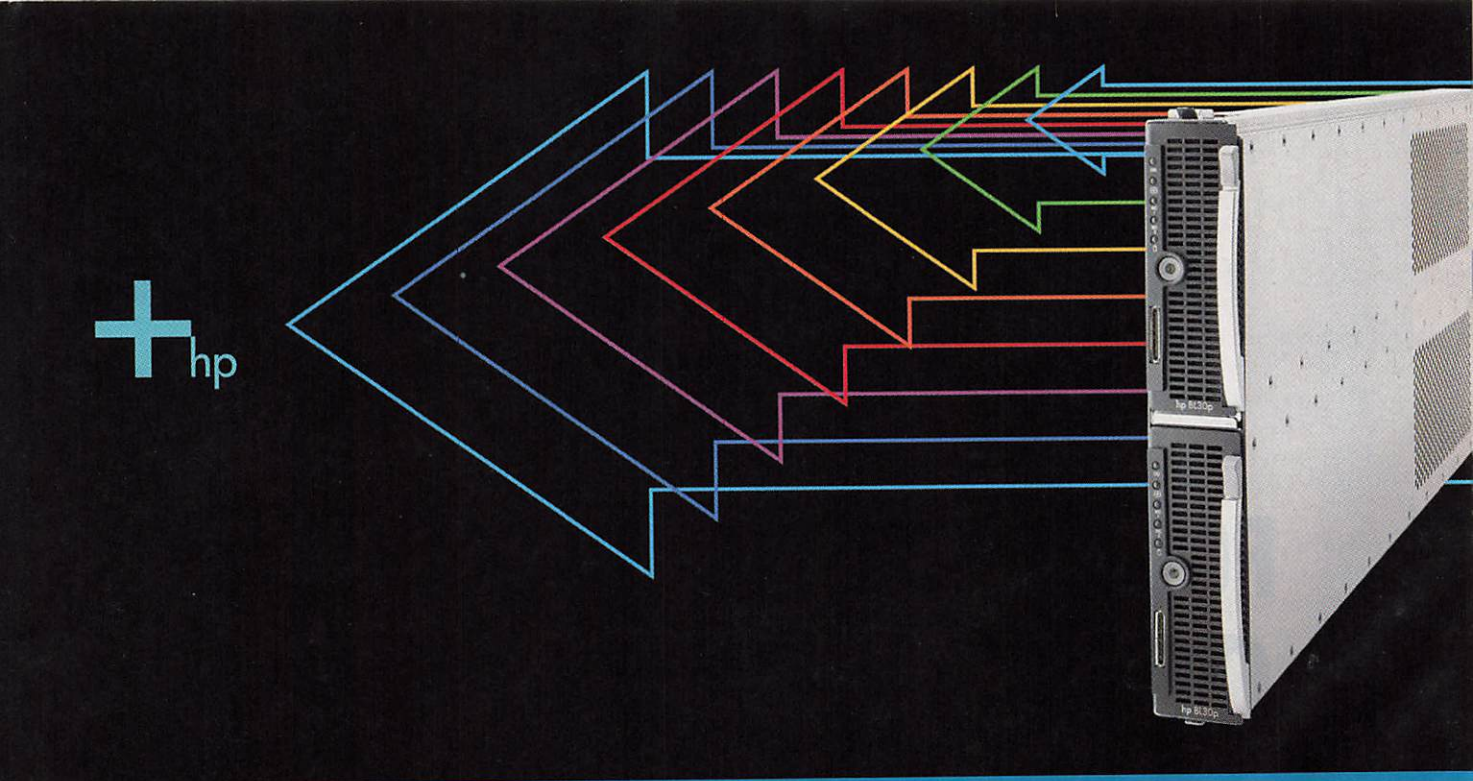
With today's computers coming standard with 80GB hard drives, the thinking must be that those new drives are filling up with files faster than we can search them. But it's not the number of files that's growing in proportion to the size of hard drives, it's the size of the files—music and video to be precise. In those cases, users generally know what they are looking for, and they're already using an application for it. If it's an MP3 file, for instance, users can search using Explorer or whatever music database they prefer, such as iTunes or RealPlayer. The same goes if they are searching for a Word or Excel file.

Google's Desktop Search goes way beyond that. It indexes every file on your hard drive, including e-mail, saved IM conversations, temporary Internet files or saved Web pages, including all the usual stuff people want to find. Users can turn off messaging or browser cache indexing if they are concerned about privacy or want to speed the indexing processes.

After the initial indexing, which takes several hours, the application will continue to index all new files that contain information that could be searched. It's supposed to do that while the machine is idle, but in my experience, the overhead created by Google Search turned my daily work into a daily grind.

Once a killer app, search is about to become a time killer, crossing the line from helpful utility to intrusive application tied into everything. Perhaps some problem will emerge—Sarbanes-Oxley?—for which such capabilities are appropriate. But if an enterprise has to resort to such tools mining company PCs, it has bigger problems than too much search. e

Scot Petersen's e-mail address is scot_petersen@ziffdavis.com.



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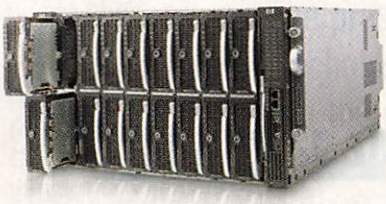

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READER MAIL FROM PAGE 36

ing system and the software and that can get access to the data—either over a network or by reading the media directly.

One solution to this problem is to periodically read all data and rewrite it onto new media, updating the software and data formats along the way. That's a lot of work and an expensive proposition, unless you know that the data has long-term value.

FRANK PIRZ
FORMER DATA CENTER MANAGER
XEROX AND AT&T LABS

Easy pop-up fix

GUEST COLUMNIST KEVIN ZANEY WAS all upset about pop-ups in the Oct. 11 Free Spectrum column, "Down with pop-ups" (Page 42). I agree with him that pop-ups are evil, but the solution is far simpler than his four-point list: Just switch to Mozilla (or Firefox). I haven't seen a pop-up in years, and I'm kind of surprised they're still an issue. Nearly all adware and spyware work only because Internet Explorer allows them to.

STEVEN HAWORTH

No sale

IN REGARD TO [FATHOM ONLINE CORP. Executive Vice President Matt] McMahon's [quote,] "The consumer wants to be in control and does not want intrusions," I sure hope Web business sites are listening ("Microsoft Research digs deep," Oct. 18, Page 1).

I can't count the number of Web sites I've gone to—credit card in hand and ready to buy—that immediately demand I use another browser or upgrade my browser, execute Java script that crashes, or download Macromedia Flash. [When these things happen,] I end up buying the same product from another site. These sites are not "enhancing" my Internet experience; they're losing a customer.

JIM HART
NAVAL AIR WARFARE CENTER AIRCRAFT DIVISION

Free Spectrum: Brett Arquette

Spyware is a virus

IT STARTED OUT AS A TRICKLE. OUR HELP DESK WAS GETTING CALLS ABOUT SLOW PCs, Web browsers that weren't functioning correctly and home pages that had magically changed to some site called "aboutblank." Soon, the drip turned into a stream of phone calls with the appearance of additional tool bars, rogue registry entries and Web browsers that were popping up stuff all over the screen. Then, here in Florida, hurricanes Charley, Frances, Ivan and Jeanne seemed to coincide with the flood of adware and spyware that inundated our network and swamped our clients.

Seemingly overnight, these software parasites have become a big problem that our $200,000 worth of firewall, anti-virus, Web content and anti-spam tools can't touch. Out of 400 users, we are rebuilding on average two machines per week due to unremovable spyware that rendered the computers inoperable. Updated service packs help, but only marginally. I'm getting tired of playing defense. Every time I've reduced my spam to only 10 percent, gone an entire year without contracting a crippling virus and kept under the radar screen from denial-of-service attacks, wham! There's yet another application, another server, another layer of protection, another expense we have to eat in order to keep other people from forcing stuff on us that we don't want.

> Software parasites have become a big problem our anti-spam tools can't touch.

I have two options: kill our Internet use entirely or seek out more tools to keep the crap out, which is a bone of contention in itself. Why isn't my enterprise anti-virus software stopping the onslaught of spyware? I consider it splitting hairs to differentiate between viruses and spyware. It's like going to the doctor and being told he or she can't treat you because your insurance covers only viral infections, and your infection just happens to be bacterial. It's ludicrous.

Just so we're all on the same page: Spyware is a virus. There. I said it. Spyware loads without the user's permission, it runs invasive processes and it will eventually burn down your machine. Look around, and you will find anti-virus software vendors beginning to address the spyware problem by adding modules to their products, which, of course, cost extra since they don't consider spyware a virus. The anti-virus vendors' dictionaries are woefully inadequate, stopping less than 50 percent of the parasites. To really put a dent in the current spyware/virus problem, it would require loading three or more separate spyware clients, where each product's dictionary identifies spyware that the others had missed.

So it's off to the Internet to seek the best enterprise adware/spyware blocker money can buy. It would be nice to find an application that offered a site manager that would allow us to push it out to the clients and monitor and update them at the enterprise level. Oh, well. Where's my wallet? e

Brett Arquette is chief technology officer for the Ninth Judicial Circuit Court in Orlando, Fla., and editor in chief of the Court Technology Forum (www.courtechforum.com). His e-mail address is brett1@arquettes.com. Free Spectrum is a forum for the IT community and welcomes contributions. Send submissions to free_spectrum@ziffdavis.com.

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48 REVIEW: TWO WLAN DETECTORS HAVE A RANGE OF USES

50 REVIEW: DISKSITES SYSTEM PUTS A NEW SPIN ON STORAGE

51 REVIEW: FUJITSU'S PRIMERGY BX600 COVERS BLADE BASICS

53 CASE STUDY: XYBERNAUT POWERS AUTO RACING TEAM

OPINION: TECH DIRECTIONS

Jim Rapoza says most subscription and utility-based pricing schemes are good news only for software vendors

PAGE 47

Blazing a communications audit trail

TECH ANALYSIS: NOW IS THE TIME TO INVESTIGATE TECHNOLOGIES THAT SECURE CONTENT DELIVERY

By Michael Caton

WITH AN EVER-RISING TIDE OF CORPORATE E-MAIL, companies face numerous difficulties as they attempt to meet regulatory requirements aimed at ensuring their e-mail communications are auditable.

As part of these challenges, companies must deploy products and technologies for creating policies, ensuring secure delivery of content, tracking communications to prove that they are auditable and audited, and retrieving archived messages as needed. Complicating these processes is the need to also deal with communications that are outside corporate e-mail, including instant messaging, Web-based e-mail services and Web-based discussion boards.

Policies are the key element for ensuring that organizations meet regulatory requirements. In addition, policies help ensure that companies follow specific workflow procedures and that the resulting actions are auditable.

Because policy engines can be found in many technologies and products in the e-mail delivery and archival chain, companies need to figure out how best to tap one or two policy engines to fill multiple gaps.

Policies are the key element for ensuring organizations comply with regulations.

For example, to determine if users are sending Social Security numbers in clear text, many policy engines can be configured to look for numerical data in "XXX-XX-XXXX" format. If an e-mail message contains such data, the policy engine can be configured to take action such as returning it to the sender with an explanation of the policy violation or automatically encrypting the message.

Companies can tap workflow management tools, such as Liquid Machines Inc.'s Email Control, which works closely with Microsoft Corp.'s Exchange to manage message workflow between the user and the Exchange server. With Email Control, rules can be used to ensure messages are encrypted or to limit user actions permitted on for-

[CONTINUED ON PAGE 44]

PostX, Voltage tools decipher encryption

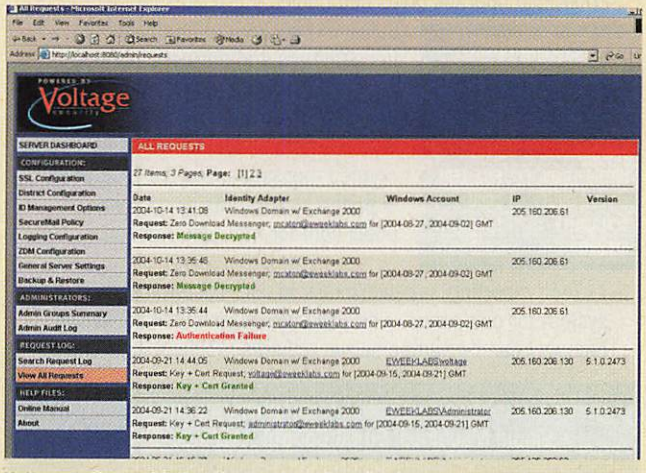
REVIEW: E-MAIL SECURITY SIMPLIFIED AT DESKTOP

By Michael Caton

FOR COMPANIES THAT WANT TO ENCRYPT OUTBOUND E-MAIL without burdening recipients with client requirements, both PostX Corp.'s PostX Trusted Enterprise and Voltage Security Inc.'s SecureMail do a good job of providing simple-to-use solutions.

Trusted Enterprise 5.0 and SecureMail 1.5 made it easy for recipients to receive encrypted e-mail in eWEEK Labs' tests. We found that Trusted Enterprise pro-

[CONTINUED ON PAGE 42]



Voltage's SecureMail relies on logs for viewing system data.

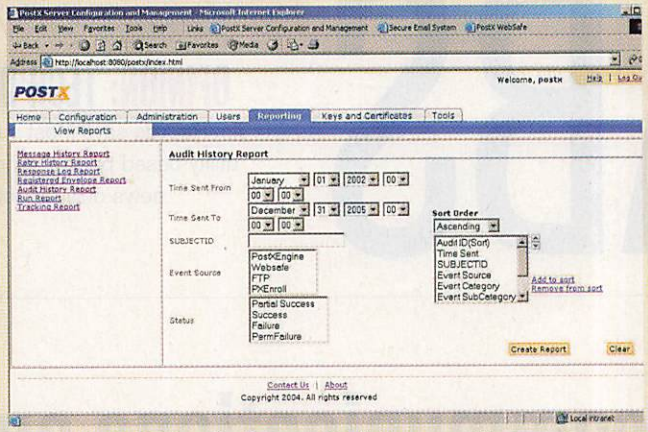
TOOLS FROM PAGE 41

vides better management tools and is more extensible, but it's more complex than SecureMail. SecureMail integrates well with Microsoft Corp.'s Outlook to simplify the step of encrypting e-mail at the sender's desktop, but it needs better tools for auditing communications.

Trusted Enterprise is priced at $35,000 for a redundant server implementation. SecureMail starts at $75,000 for 250 client licenses and an unlimited number of recipient licenses. SecureMail's license scenario allows 250 internal users to generate encrypted messages that can be read by an unlimited number of external recipients through the Voltage Zero Download Messenger client.

Both applications, which shipped in August, can encrypt e-mail messages inside the firewall and point the recipient to a Web server that delivers the encrypted message to the recipient. In addition, Trusted Enterprise can deliver an encrypted envelope that can be decrypted and viewed offline without additional client software.

Competitors such as Liquid Machines Inc.'s Email Control (formerly Omniva Policy Manager) do support policy-based encryption.



PostX's Trusted Enterprise has good tools for generating reports.

The approach PostX takes toward secure delivery with Trusted Enterprise differs considerably from Voltage's in that Trusted Enterprise works with PostX's Trusted E-Business to deliver account statements.

This difference was evident in our tests: Trusted Enterprise includes components for encrypting and decrypting e-mail, managing keys, enrolling users and providing access to hosted mailboxes. Companies have flexible options for delivering messages to recipients in different ways.

We tested the system with the hosted mailbox component, called WebSafe, and the enrollment system, called Enroll. Regardless of the message delivery system, Trusted Enterprise does require users to enroll or have a directory-based account.

On the message delivery side, we deployed the system so that users would receive encrypted messages as HTML, with a signed Java applet managing the key exchange and decryption between the server and recipient. Trusted Enterprise also supports S/MIME (Secure Multipurpose Internet Mail Extension) for authentication, so trusted partners can exchange messages securely at the gateway.

With the WebSafe server, administrators have a way to track recipients' opened messages as well as failed authentication attempts. The opened e-mail message also includes a secure reply link so recipients can encrypt responses.

Overall, the management tools give administrators good control over application components, generating reports and managing users, keys and certificates. If users forget their passwords for old envelope messages, administrators must manually recover the key through the console.

On the reporting side, we liked the report builder within the system. It allowed us to quickly generate reports on a number of criteria—something SecureMail lacks. The one downside of the way the management console works is that administrators need to create reports; there isn't a report-only console for auditors who will need to monitor communications. This capability has been added to a forthcoming update, PostX officials said.

SecureMail differs from Trusted Enterprise in that users send secure commu-

[CONTINUED ON PAGE 44]

EXECUTIVE SUMMARY

Trusted Enterprise 5.0

PostX's Trusted Enterprise upgrade gives companies a few options for delivering secure communications to customers and partners. Although Trusted Enterprise offers very good flexibility, the system requires recipients to enroll before receiving encrypted messages. Trusted Enterprise is priced at $35,000. Go to www.postx.com for more information.

KEY PERFORMANCE INDICATORS	
USABILITY	GOOD
CAPABILITY	EXCELLENT
PERFORMANCE	GOOD
INTEROPERABILITY	EXCELLENT
MANAGEABILITY	GOOD
SCALABILITY	GOOD
SECURITY	GOOD

+Good reporting; relatively easy to use; customizable system for companies with Java development skills. -Key recovery can be cumbersome; requires recipient enrollment.

EVALUATION SHORTLIST • CipherTrust Inc.'s IronMail • Liquid Machines' Email Control • Voltage Security's SecureMail 1.5

EXECUTIVE SUMMARY

SecureMail 1.5

Voltage Security's SecureMail 1.5 simplifies delivering encrypted e-mail to recipients, regardless of their client software. The biggest shortcoming of SecureMail is in reporting: It lacks the tools necessary for companies to easily audit outbound e-mail. SecureMail starts at $75,000 for 250 client licenses and unlimited recipient licenses. More information is available at www.voltagesecurity.com.

KEY PERFORMANCE INDICATORS	
USABILITY	EXCELLENT
CAPABILITY	GOOD
PERFORMANCE	GOOD
INTEROPERABILITY	GOOD
MANAGEABILITY	FAIR
SCALABILITY	GOOD
SECURITY	GOOD

+Easy to use; doesn't require recipient enrollment; some handy management tools. -Lacks reporting engine; single administrative console.

EVALUATION SHORTLIST • CipherTrust's IronMail • Liquid Machines' Email Control • PostX's Trusted Enterprise 5.0

Sites get the message about e-mail

TECH ANALYSIS: USER INPUT, CLIENT-SIDE FEATURES CAN FOSTER SENSIBLE MANAGEMENT

By Jason Brooks

E-MAIL IS ONE OF THE INTERNET'S MOST MATURE APPLICATIONS, YET TODAY'S climate of tighter corporate regulatory controls and increased attacks from malicious and unsolicited mail sources is forcing administrators to look more closely at the way they're implementing this vital resource.

Your company's strategy for effectively managing e-mail must solicit participation from individual users, whose capacity for trimming away spam and correctly identifying messages that merit archiving far outstrips any algorithm that a vendor might throw at the problem.

While frequently overlooked, the client-side message-filtering features of enterprise e-mail applications offer companies a great opportunity both to build smarter e-mail management solutions by taking advantage of their workers' knowledge and to help users get more out of e-mail by better organizing their mailboxes.

However, while the most prominent mail clients available on Windows, Linux and Mac OS platforms offer message-filtering features, they all possess certain liabilities that have limited their use.

For one thing, a client-side filtering feature must, by definition, offer an interface within the mail client through which users may create, modify and apply filtering rules. However, these rules tend to be stored and executed locally. This presents difficulties for users who access their mailboxes through home or mobile computers, which might not carry the same filters as the user's primary workstation, or through handheld devices or Web-mail applications, neither of which are likely to support filtering at all.

Microsoft Corp.'s Exchange supports server-side filters that users may define using their Outlook client. In the past, eWEEK Labs has used Outlook to configure server-side filters on an account, which we then accessed using a Linux-based e-mail client, for example.

However, not every rule type that you can define using Outlook is supported for server-side deployment. For instance, rules that flag messages as important must be run client-side.

Rules and Alerts
E-mail Rules
Rules Wizard
Start creating a rule from a template
Start from a blank rule
Step 1: Select a template
Stay Organized
Move messages from someone to a folder
Move messages with specific words in the subject to a folder
Move messages sent to a distribution list to a folder
Delete a conversation
Flag messages from someone with a colored flag
Stay Up to Date
Display mail from someone in the New Item Alert Window
Play a sound when I get messages from someone
Send an alert to my mobile device when I get messages from someone
Step 2: Edit the rule description (click an underlined value)
Apply this rule after the message arrives
from people or distribution list
move it to the specified folder
Example: Move mail from my manager to my High Importance folder
Cancel
< Back
Next >
Finish

Today's mail filters only work for closely defined tasks.

Sieve, an architecture-neutral mail-filtering language that has been proposed as an Internet Engineering Task Force standard, is also meant to address the issue of server-side support for client-generated filtering scripts. (More information is available at www.cyrusoft.com/sieve.)

A handful of e-mail servers, including Sun Microsystems Inc.'s Java System Messaging Server, support Sieve, as do several e-mail clients, including KMail, the default mail client of the KDE Project.

All current e-mail clients share another filtering limitation: The mail-handling rules that these applications create lack intelligence and tend to work only in narrow, well-defined cases. For example, it's easy to send all mail from a particular sender or domain to a certain folder, but when different sorts of messages from that sender need to go to separate folders, a string of new, increasingly specific rules must be created to produce the appropriate behavior.

Users who've tried to use mail-client-filtering rules alone to stem the tide of unwanted mail in their in-boxes can attest that when messages carry diverse contents and hail from numerous sources, automatic message-handling schemes quickly break down.

One solution to this mail-filter limitation is widening the scope of Bayesian filtering techniques, which currently filter junk mail based on users' determinations of what constitutes unwanted messages. These same Bayesian techniques can be employed to sort other types of mail as well.

We've spent some time testing POPFile, an open-source application that uses Bayesian techniques to organize mail by learning how users organize it, and we've been impressed so far with its performance. The most unattractive thing about POPFile we've encountered so far is its lack of integration with the e-mail clients with which we've tested it. (Go to www.eweek.com/labslinks for a look at POPFile.)

We hope to see POPFile or something like it built into mail clients as an enhancement to their mail-filtering systems, in the same way Evolution and KMail can link directly to a locally running SpamAssassin service for mail filtering and training. e

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AUDIT TRAIL FROM PAGE 41

warding or printing messages. These internal systems can make it easier to manage cross-group communications in an organization.

Another option is to use a perimeter-oriented product, such as messaging gateway appliances from IronPort Systems Inc. or CipherTrust Inc., to enforce policy. These systems guard inbound and outbound communications and can work with other products to automate mail functions.

A growing number of vendors are working to integrate compliance tools with instant messaging networks, but monitoring IM and other communications is more difficult and involves blocking sites or more actively monitoring individual user behavior.

Orchestria Corp.'s Active Policy Management 3.0, for example, looks at unstructured text-based communications as well as at file activity using client-based software and server-based administration tools.

Enterprises have secured their cross-domain e-mail communications for years using S/MIME (Secure Multipurpose Internet Mail Extension). However, data security regulations such as HIPAA (Health Insurance Portability and Accountability Act) focus on securing recipients and require companies to invest in encryption and public-key technologies that improve message encryption. These data security measures mandate that communications are encrypted, at a minimum, from the sender's gateway to the recipient's e-mail client—and preferably all the way from the sender's e-mail client to the recipient's e-mail client.

Applications such as PostX Corp.'s Trusted Enterprise and Voltage Security Inc.'s SecureMail deliver secure content using public-key infrastructures on a Web platform (see review, Page 41).

The user experience with these products doesn't differ much from going to a Web site to securely view data and rids companies of the burden of hosting data securely on Web site. This is because the content sent to the user in e-mail is the encrypted data.

A key element of managing e-mail-based communications is providing the tools necessary to ensure that communications comply with policies and that steps are in place to take corrective action when communications deviate from policies.

There are two e-mail auditing approaches to consider: flagging messages that potentially violate policy for corrective action, or sampling messages to ensure that communications are being monitored for potential violations of policy.

When flagging messages for further review, multilevel auditing is required to ensure that auditing occurs with consistency and that proper follow-up procedures for rectifying violations can be easily defended in case questions of discovery occur.

For the second auditing choice, companies must sample messages and make them available for easy discovery in the event of external audits on policies to demonstrate that they are monitoring communications that should be monitored and that e-mail does not include any violations. e

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E-mail auditing requires strong policies

Improving the scrutiny of outbound communications for regulatory purposes requires establishing strong policies around content. Below are suggestions for establishing policies around securing and monitoring e-mail content.

- **Establish** multilevel policies as needed to address internal and external communications.
- **Define** clear rules for permissible information that can be sent in clear text outside an organization, vis-à-vis HIPAA requirements.
- **Create** easy-to-manage workflow to deal with messages that fail to meet policy rules.
- **Ensure** that audit rules and performance guidelines are realistic, given a company's volume of messages.
- **Capture** samples and review message traffic for proof that policies and audit processes are working.

TOOLS FROM PAGE 42

nications to recipients via an HTML message that authenticates the recipient against the sender's Voltage Policy Server or can be read using a downloadable SecureMail reader, rather than through enrollment and using a Java applet to decrypt messages. We found Voltage's Zero Download Messenger much simpler than the trusted-messaging method used by PostX, although it also operates under the assumption the user will open an HTML e-mail.

Architecturally, Voltage takes a different approach with SecureMail. As with Trusted Enterprise, users run a plug-in for Outlook or IBM's Lotus Notes that provides the ability to encrypt a message when sending it. SecureMail differs in that two servers manage the keys and decryption process, with the Policy Suite Server managing the master key behind the firewall and the Public Parameter Server outside the firewall authenticating recipients.

SecureMail's sender features are easy to use. We could send encrypted messages directly from the Policy Server through the Web browser. Voltage also has a Windows-based IdentityManager client that allows administrators to manage identities on a client system as well as encrypt and decrypt content in the Windows clipboard.

From an administrative standpoint, the Web-based console gives administrators good control over managing SecureMail. We could create multiple districts based on domains, and we particularly liked the tool that allowed us to easily save, back up and restore server states to a single file. This ability also makes it easy to apply settings from one district to another.

SecureMail supports trusted districts, simplifying encrypted communications between partners as well as ensuring that communications to particular domains are always encrypted. Administrators can also configure message size to ensure that Zero Download Messenger users do not violate message-size policies.

The biggest administrative shortcoming is in reporting. The server captures a limited amount of information, and this information is stored in a couple of log files, so administrators have to do considerable work to isolate particular events. e

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Rebuilding the World's Email Infrastructure.

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Microsoft

YOU MAY NOT HAVE TIME TO STUDY THE TCO OF WINDOWS AND LINUX, BUT THE YANKEE GROUP DOES.

"For midsized and large organizations, a significant Linux deployment will neither be free nor easily accomplished. In fact, respondents at large organizations reported that a wholesale switch to Linux from Windows® or Unix would significantly increase TCO for the forseeable future."

–Laura DiDio, The Yankee Group, April 2004
Linux, Unix, and Windows TCO Comparison

The Yankee Group, a global research and consulting firm, concluded that a significant switch to Linux from Windows or Unix could cost three to four times as much without delivering tangibly better performance or business value. These findings are based on a non-sponsored worldwide survey of 1,000 IT administrators and C-level executives in midsized and large enterprises.

To get the full study, visit **microsoft.com/getthefacts**

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Jim Rapoza: Tech Directions

Unsubscribe me

SUBSCRIPTION-BASED SOFTWARE LICENSING IS USUALLY A BAD IDEA

GREAT NEWS! IT LOOKS LIKE THAT BAD OLD PRACtice of perpetual software licensing is going to go the way of the dodo. No longer will you have to deal with the inconvenience and hassle of paying once for software and getting to use it whenever you want to and for as long as you want to.

According to a study released at the recent SoftSummit conference, everybody just loves subscription- and utility-based licenses for software, except for some dinosaur companies that will eventually come around to realizing how stupid it is to pay once for software and use it as much as they need to.

And what's not to like! With a subscription model, you only have to pay a simple monthly fee to use an application in your company. Sure, the monthly fee is high: It will probably be years before subscription fees come down to a level that's actually competitive with what people pay for a perpetual license. But what's important is that the software vendor gets regular income.

And don't even get me started on how great utility licenses are. I know I love paying my constantly changing electric and phone bills at home. I can't wait to have to pay a charge every time I fire up a program. Maybe we can get to that nirvanalike state where the software vendor not only charges you for how often you use a program but also for how much value you get out of it.

I can see it now: "Jim, we saw that your Oct. 4 column was really good, so we're going to charge you an additional fee for the extra value you derived from our software."

OK, I'm exaggerating—a little. But when software vendors start touting the benefits of subscription and utility pricing, a little skepticism is always in order. Every time I see software company CEOs talk excitedly about utility licensing, I half expect them to contentedly light up cigarettes afterward.

That's because most of these vendors really, really want these types of licenses to take off. They want to be freed from the constant revision cycle and the fears that customers won't upgrade to the latest versions. They want the constant, reliable revenue streams that subscriptions and utility licenses can provide.

But when they start saying that these licenses will eventually replace perpetual software licenses, they are most likely engaging in wishful thinking.

Now before you start sending angry responses, just let me say that I am not against subscription and utility licenses for software: For certain types of applications, they make perfect sense. One only need look at successful service-based software companies like Salesforce.com to see how well a subscription-pricing model can work and how much sense it makes for products like these. Similarly, utility computing can make very good sense for many server-based applications.

But there are many, many applications where the most sensible and affordable pricing model is and always will be a perpetual software license. And this goes double for desktop applications. When I hear vendors of desktop applications wax poetically about utility licensing, I often want to ask just which fantasyland it is they live in.

In fact, the more I think about it, the more I believe that percentage of software offered through perpetual licenses won't go down one bit, at least not so long as customers have it as a choice.

Think about it. One argument for utility and subscription pricing is that people pay that way all the time in their everyday lives. But how much of it is done by choice?

For example, if the cable company gave people the opportunity to, say, pay a single $3,000 price and never pay again, how many customers would choose it? What if the utility companies did this? We'll probably never know, although, by comparison, more people buy cars than lease them.

So to vendors I say, don't try to force your customers into license models that they don't want and that don't make sense for your product. Only use subscription and utility licenses if they make sense for your product.

Hmm. Now that I think about it, I wonder if I could charge readers a utility fee for every word they read?

Naaahhh. e

When software vendors start touting the benefits of subscription and utility pricing, a little skepticism is always in order.

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Detection systems patrol new territory

REVIEW: AIRMAGNET, NEWBURY NETWORKS PACKAGES DO MORE THAN SIMPLE IDENTIFICATION

By Andrew Garcia

AN INCREASING NUMBER OF WIRELESS LAN SECURITY PRODucts offer location-based tracking to help administrators apply policies and enforce control over their WLANs.

eWEEK Labs' tests of enterprise WLAN detection systems from Newbury Networks Inc. and AirMagnet Inc. show location findings can be used for very different purposes, ranging from network authentication control to pinpointing rogue access points on a network diagram to aid in finding and disabling the device.

Triangulation is the basic method for detecting device location. By correlating signal strength and signal-to-noise ratios taken simultaneously from multiple sensors, applications can extrapolate a device location on a floor-plan diagram.

Unfortunately, vagaries of radio-based communication, such as reflection, interference and multipath propagation, can greatly hinder the accuracy of location results. And findings will vary as conditions change within a building. Users can expect results to miss the mark by as much as 10 meters in poor conditions.

AirMagnet Enterprise 5.0

THE LATEST VERSION OF AIRMagnet's Enterprise solution (formerly known as AirMagnet Distributed) marks AirMagnet's first foray into location prediction and also greatly enhances the product's ability to block rogue devices both on the wired and wireless side of the network.

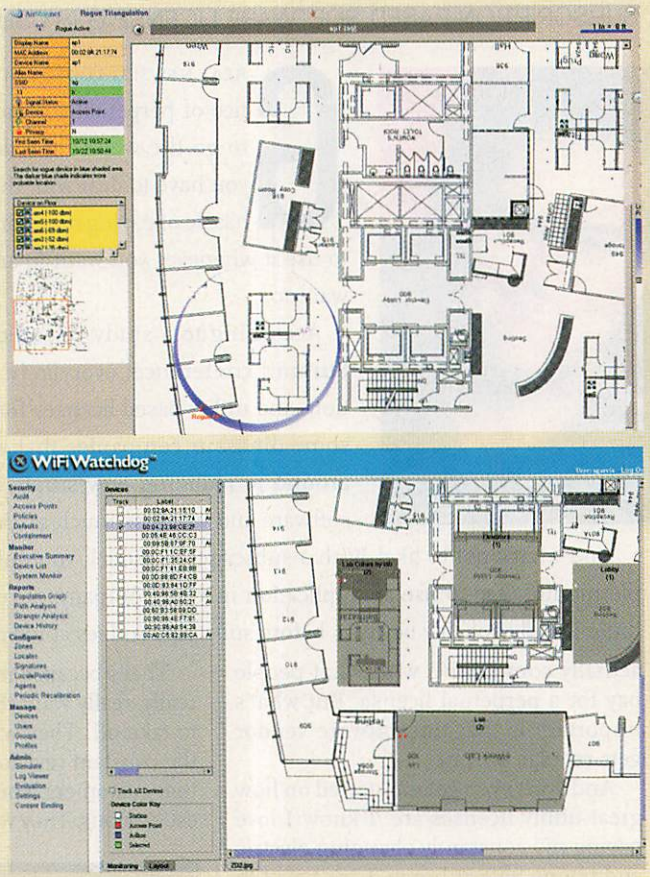
Although the overall product is excellent, with rich wireless IDS features, the location-tracking capabilities have lots of room for improvement.

Pricing for Enterprise 5.0, which started shipping last month, starts at $8,895 for the server software, reporting software and four sensors. Additional sensors are available for $750 apiece.

With Version 5.0, AirMagnet added an IDS/Rogue sensor page to the central console, where administrators can get a list of rogue devices, predict device locations on a floor plan or confirm whether rogues are actually connected to the physical network.

Version 5.0 also offers wireless and wired-side blocking of rogue access points that can be manually initiated or automated through a configured policy—although automated blocking on the wireless side should be performed with extreme caution, given the deleterious effect that this can have on the radio environment.

We especially liked the wired-side blocking routines, which use SNMP to disable to the switch port to which the rogue is connected on the corporate network. Enterprise 5.0 easily identified the D-Link Systems Inc. rogue access point we connected to our network, enumerated the correct port of our Hewlett-Packard Co. ProCurve switch to which the access point was attached and disabled the port.



AirMagnet's Enterprise 5.0 (top) predicts rogue location with a margin-of-error radius using a slider bar to fine-tune its predictions, whereas Newbury Networks' WiFi Watchdog update (bottom) generalizes the devices within a predefined locale on the map.

Based on triangulated readings, we found Enterprise 5.0's location-tracking predictions only satisfactory. As shown in the bottom screen, the predicted location differed from the actual location by more than 30 feet but did fall within the margin-of-error ratio. We liked the way the predictions automatically updated as we placed known devices, such as sensors and corporate access points, on the map.

However, Enterprise 5.0 can depict only one rogue device at a time on the floor plan, requiring administrators to scroll though a list of devices to see each one individually. AirMagnet officials said the company will add functionality that allows administrators to predict multiple devices at

the same time with a patch that will be available in the near future.

WiFi Watchdog 4.0

UNLIKE AIRMAGNET'S ENTERprise 5.0 and other wireless IDSes (intrusion detection systems), which use location tracking simply to display possible locations of wireless devices on a floor-plan diagram, Newbury Networks' WiFi Watchdog 4.0 uses location tracking as a core component of MAC (media access control) authentication.

The introductory WiFi Watchdog 4.0 package sells for $14,995 and includes the WiFi Watchdog 4.0 Server and Agent components, 10 LocalePoint sensors, and one LocaleGuard sensor device. Additional LocalePoints or LocaleGuards can be purchased for $250 apiece. WiFi Watchdog 4.0 started shipping in September.

When a wireless client is detected outside an administrator-authorized location, WiFi Watchdog automatically adds the client's MAC address to a deny list and informs the access point, which drops the connection until the device roams back to an approved location.

Basing network authentication on device location requires highly accurate location detection—an unlikely occurrence with simple triangulation. To increase accuracy, WiFi Watchdog requires administrators to collect an extensive series of location signatures.

We connected to the WiFi Watchdog server from a wireless client in each location we wished to sample. The server pieced together the signature from aggregate signal-strength assessments culled from each sensor device that could detect our connections.

In tests, we found that WiFi Watchdog works effectively at defining a WLAN perimeter, but we did not have enough LocalePoint sensors deployed to provide room-level granularity throughout the entire floor (despite the fact that we were using seven sensors in a space adequately served by only two access points).

WiFi Watchdog's rogue detection and location differ from competitors in that Watchdog doesn't try to pinpoint a location on the map. Instead, devices are reported according to the locale in which the system perceives the device, which isn't very helpful for finding the device if the locale is large.

With Version 4.0, Newbury has beefed up WiFi Watchdog's wireless intrusion detection capabilities, although not to the richness of features we've seen with products from AirMagnet or AirDefense Inc.

The new version includes detection for MAC spoofing and broadcast storms. The packet-sniffing capability claims to be able to spot probes from common Wi-Fi attack tools such as AirJack, NetStumbler.com's NetStumbler or Wellenreiter. However, in our tests, WiFi Watchdog did not spot NetStumbler probes.

We didn't like the relative inflexibility of WiFi Watchdog's LocalePoint detection sensors. The devices support 802.11a and 802.11b/g networks, but each sensor can operate only in one band at a time, which escalates the number of sensors needed to defend the network. The LocaleGuard sensor can be used as a simple sensor or can be reconfigured as a "sniper" that can send deauthentication packets to known clients attached to rogue access points. However, switching between these roles is a multistep process that requires restarting the Watchdog Server service.

The deauthentication feature isn't particularly mature: It requires administrators to manually type in the client MAC address to initiate the attack. In tests, the attack briefly severed the client's connection to the rogue access point, but the client reconnected to the network within a few seconds as the attack subsided.

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EXECUTIVE SUMMARY

AirMagnet Enterprise 5.0

AirMagnet's rebranded distributed wireless monitoring platform delivers useful wireless and wired-side blocking capabilities, along with first-generation location tracking. Although the wireless IDS features remain excellent, the location tracking has plenty of room for improvement in terms of position accuracy and visual representation. Enterprise 5.0 starts at $8,895 for server software, reporting software and four sensors. For more information, go to www.airmagnet.com.

KEY PERFORMANCE INDICATORS	
USABILITY	EXCELLENT
CAPABILITY	EXCELLENT
PERFORMANCE	FAIR
INTEROPERABILITY	GOOD
MANAGEABILITY	GOOD
SCALABILITY	GOOD
SECURITY	EXCELLENT

+Best-of-class wireless IDS features; wireless and wired-side rogue blocking; updates predictions based on location of trusted devices. −Location tracking was not particularly accurate in tests; can only map one rogue access point at a time.

EVALUATION SHORTLIST • AirDefense's Enterprise 4.1 • Bluesocket Inc.'s BlueSecure Intrusion Prevention System • Network Chemistry's RFprotect

EXECUTIVE SUMMARY

WiFi Watchdog 4.0

Newbury Networks' updated WiFi Watchdog provides location-based MAC authentication for wireless networks as well as rogue access point detection and some IDS features. The approach provides good authentication control at the building perimeter but requires many sensor devices to be used for department- or room-level policy control. New wireless intrusion detection is a welcome addition but needs more work. WiFi Watchdog is priced at $14,995. More information is available at www.newburynetworks.com.

KEY PERFORMANCE INDICATORS	
USABILITY	EXCELLENT
CAPABILITY	GOOD
PERFORMANCE	GOOD
INTEROPERABILITY	GOOD
MANAGEABILITY	GOOD
SCALABILITY	GOOD
SECURITY	GOOD

+Location-based MAC authentication works effectively for building perimeter; accurately detects which locale a device is in. −Requires lots of sensors for room-level tracking; sensors relatively inflexible; wireless IDS features are not up to par with competitors.

EVALUATION SHORTLIST • AirDefense's Enterprise 4.1 • Cirond Corp.'s AirPatrol Enterprise • Ekahau Inc.'s Ekahau Positioning Engine • PanGo Networks Inc.'s PanOS

DiskSites saves server space

REVIEW: SOLUTION CENTRALIZES DATA BUT KEEPS IT ACCESSIBLE

By Henry Baltazar

WITH STORAGE CONSOLIDATION becoming a critical assignment for IT managers, DiskSites Inc.'s namesake storage solution offers IT managers a way to establish serverless branch offices throughout corporate networks.

The DiskSites solution, which shipped in October, is sold as a software package or as appliances. The data center software costs $10,000, and branch office software costs $5,000 per license. Hardware is priced at $14,000 for the FilePort appliance (which goes in the data center) and $7,000 to 10,000 for the FileCache appliance, which goes in branch offices.

eWEEK Labs' tests of the FilePort and FileCache appliances show DiskSites will let enterprises centralize data in their data centers while giving workers in branch offices access to that data.

DiskSites differs from other solutions we have seen because it provides a range of services, including print services, DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol) and BDC (Backup Domain Controller) capabilities. This breadth of features allows IT managers to administer services to users without having to implement additional servers.

The DiskSites solution is designed to extend both CIFS (Common Internet File System) and NFS (Network File System) file services over WAN links because both of these protocols are chatty and inefficient over long distances. Currently, this solution does not optimize access to database servers and e-mail servers over the WAN, so IT managers who need to extend these services, in addition to file services, over WANs should look into solutions from vendors such as Riverbed Technology Inc. Riverbed, however, doesn't provide other network services such as DNS and DHCP, so there is a functionality trade-off with this choice.

In tests, the DiskSites appliances were fairly easy to get up and running. To implement the DiskSites solution, we set up a FilePort appliance at the data center and a FileCache appliance at a branch office. DiskSites appliances can talk with multiple data centers, which is convenient for companies with numerous offices.

We used a NIST NET Linux-based IP router emulator to simulate a T-1 WAN link between our data center and branch office network segments. As expected, a direct CIFS connection was slow and painful between a Hewlett-Packard Co. Armada laptop running Windows 2000 Professional at our virtual branch office, and an HP ProLiant running Windows Server 2003.

Switching over to the DiskSites-optimized link, we found file access was much quicker and stable, eliminating the normal WAN latency timeout errors.

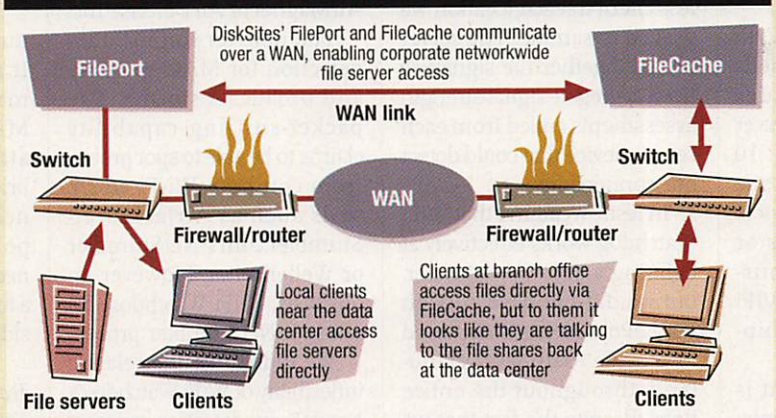
The secondary benefit of DiskSites' WAN optimization (which saves money by making WAN links more productive) is the storage consolidation that this allows. File servers can be eliminated from branch offices, freeing IT managers from the burden of remote storage management. As a result, IT managers can concentrate on strengthening their backup and storage management implementations at the data center, instead of implementing small tape drives and autoloaders in all their branch offices.

The network services provided by the DiskSites FileCache appliance allow IT managers to use the appliance to manage network services remotely.

Using the Web-based management interface, we could easily remotely configure services and monitor appliances.

Senior Analyst Henry Baltazar can be reached at henry_baltazar@ziffdavis.com.

DiskSites delivers access across WAN


FilePort
DiskSites' FilePort and FileCache communicate over a WAN, enabling corporate networkwide file server access
FileCache
WAN link
Switch
WAN
Switch
Firewall/router
Firewall/router
Local clients near the data center access file servers directly
Clients at branch office access files directly via FileCache, but to them it looks like they are talking to the file shares back at the data center
File servers
Clients
Clients

EXECUTIVE SUMMARY

DiskSites DiskSites' eponymous storage solution allows IT managers to configure serverless branch offices throughout their corporate network. DiskSites optimizes file sharing over WANs, allowing storage consolidation at the data center. DiskSites data center software is priced at $10,000, and branch office software costs $5,000 per license. The DiskSites FilePort appliance is priced at $14,000; the FileCache appliance starts at $7,000. Go to www.disksites.com for more information.

KEY PERFORMANCE INDICATORS	
USABILITY	GOOD
CAPABILITY	GOOD
PERFORMANCE	GOOD
INTEROPERABILITY	GOOD
MANAGEABILITY	GOOD
SCALABILITY	GOOD
SECURITY	GOOD

+ Easy to implement; provides network services including print, DNS and DHCP. − Does not support database and e-mail server optimization over the WAN.

EVALUATION SHORTLIST
- Riverbed Technology's Steelhead appliances
- Tacit Networks Inc.'s Shared appliances

Fujitsu blade system offers dependability

REVIEW: XEON-POWERED PRIMERGY BX600 IS DESIGNED TO HANDLE MULTITIER APPLICATIONS

By Francis Chu

FUJITSU COMPUTER SYSTEMS Corp.'s Primergy BX600 offers enterprise shops a flexible, dependable blade system designed for multitier applications. Although the BX600 blade system, which shipped in September, does not offer the highest blade density or the latest Intel Corp. processors available, eWEEK Labs' tests show that this blade system has impressive built-in redundancy and solid management features.

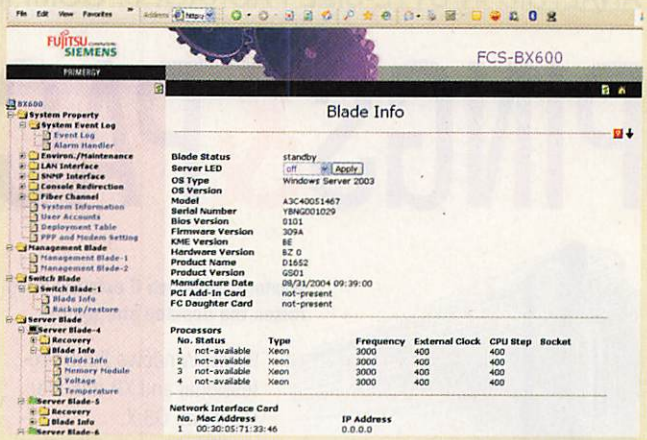
The Primergy BX600 blade server chassis stands 7U (10.75 inches) high and can support as many as 10 two-way blades or five four-way blades. Two-way blades take up one slot and four-way blades take two of the 10 slots available. The higher-density two-way blades are well-suited for front-end applications; the four-way blades are good for midtier or for mission-critical applications.

The Primergy BX600 is not as dense as competing systems from Hewlett-Packard Co. and IBM and does not yet support Intel's state-of-the-art EM64T processors and chip sets. However, the Primergy blade system has strong redundancy features, a well-designed modular chassis and solid management tools. It is also priced competitively, at less than $18,000; additional four-way blades cost about $8,500.

The back of the Primergy chassis houses the cooling, power and I/O components. Two management blades are hot-swappable from the rear of the chassis and are configured in a master/slave setup for better availability.

The chassis can also support two Gigabit Ethernet switches or pass-through blades for network connectivity. There are also two bays for Fibre Channel pass-through blades. The Primergy doesn't yet offer custom Fibre Channel switch modules for the chassis.

Four hot-plug-redundant 1200W power supplies provide power to the blade servers, and two large fan cages provide cooling for the system. The fans are also redundant and hot-swappable, but to ensure proper cooling, the system will gracefully shut down if a failed fan cage is not replaced within a short time.



We used a standard Web browser to access the management module.

The Primergy blades are similar in design to competitors' blades, using Intel's dual-processor and multiprocessor Xeons and Broadcom Corp.'s ServerWorks chip sets. All Primergy blades support dual hot-swap SCSI hard drives with an embedded SCSI controller supporting RAID 0 or RAID 1.

The Primergy blade system we tested is priced at approximately $54,600 and comes with a single four-way blade and two two-way blades. The $18,000 entry configuration includes the chassis and a four-way blade. The four-way blade includes 3GHz Xeon MP processors, 4GB of error-correcting code memory, double-data-rate synchronous dynamic RAM, two Ultra320 hot-plug hard drives and four Gigabit Ethernet channels.

The two-way blades we tested were outfitted with dual 2.8GHz Xeon DP processors, 4GB of memory, dual hot-swappable hard drives and dual Gigabit Ethernet ports.

Local system management is provided via the management blade, and we quickly accessed system status and configuration using a standard Web browser (see screen).

The ServerView management interface is easy to use and provides a graphic representation of the blade platform. We quickly drilled down to monitor specific hardware components on the blades and got detailed information such as CPU and memory usage.

Technical Analyst Francis Chu can be reached at francis_chu@ziffdavis.com.

EXECUTIVE SUMMARY

Primergy BX600 A newcomer in the blade market, Fujitsu's Primergy BX600 provides a solid blade platform for enterprise sites to host front-end or midtier applications. There's room for improvement, but the overall system is solid and the management software is sound. The BX600 chassis with a four-way blade is priced starting at less than $18,000 and additional four-way blades cost about $8,500. More information can be found at www.computers.us.fujitsu.com.

KEY PERFORMANCE INDICATORS	
USABILITY	GOOD
CAPABILITY	EXCELLENT
PERFORMANCE	GOOD
INTEROPERABILITY	GOOD
MANAGEABILITY	GOOD
SCALABILITY	GOOD
SECURITY	GOOD

+Scalable blade options; modular redundant chassis; good management software. −Blades are less dense than competitors' blades; lacks support for 64-bit processors.

EVALUATION SHORTLIST • HP's ProLiant BL p-Class Blade System • IBM's BladeCenter

PINGS&PACKETS

Maxtor's OneTouch II external drive raises the desktop storage bar.

DESKTOP STORAGE

OneTouch eases backup jobs

MAXTOR'S NEW ONETOUCH II PROvides an excellent desktop storage option for corporate professionals as well as SOHO users. The high-capacity external hard drive has a compact footprint and offers a new user interface for simplified data backup and restore.

The OneTouch II, which shipped last month, offers storage capacities of 250GB or 300GB using a fast 7,200-rpm hard drive with a 16MB cache. The product runs quietly and supports both FireWire and USB 2.0 interfaces. Like its predecessor, the OneTouch II has a sleek design that saves desktop space (see photo), and it is more compact than its bulky competitors.

The 300GB unit I tested is priced at $380; a 250GB version costs $330. The unit comes with Dantz's Retrospect Express HD backup software for Windows and Mac OS. Retrospect Express supports Windows 98SE and 98ME, Windows 2000 Professional and XP, and Mac OS 9 and OS X.

After I installed the Retrospect software, I used the OneTouch II to quickly perform a complete system backup with (as the product name implies) just the touch of a button. The new user interface also makes scheduling backups and restoring data a snap.

Retrospect Express maintains restore points on the user's PC or Mac and can take snapshots of different points in time. Users can easily restore the system to these data points.

For more information on the OneTouch II drive, check out www.maxtor.com. *—Francis Chu*

SEARCH ENGINES

Google comes to the desktop

WHEN IT COMES TO LOOKING FOR e-mail and files using Microsoft's search functions, I've always found the process sluggish and ineffective.

Google Desktop Search, a free download released last month, aims to make life easier by extending the company's excellent Web searching to the desktop—and it does, as long as you're a user of Microsoft products.

Once installed, Google Desktop Search—a 400KB applet—created an index of my files that allowed me to search within Microsoft Office and within text files on my hard drive, Outlook e-mail, AOL Instant Messenger chats and Web sites I've visited.

Although I found Google Desktop Search made it a lot more efficient to search through Microsoft Word documents, there are two things I really wish the application could do. As a user of Mozilla's Firefox browser, I was disappointed to discover that Google Desktop Search supports only Microsoft's Internet Explorer. (The Web browser interface, by the way, looks exactly like Google's Web site.) I also think enabling the application to search through Adobe Acrobat documents would be a capability that plenty of users would like to see.

Security and privacy concerns about Google Desktop Search have been brought up, particularly with regard to the ability to read Web-based e-mail and look at financial statements from cached Web sites. (That topic is discussed in depth at www.eweek.com.)

Go to desktop.google.com for more information. *—Anne Chen*

Google Desktop
Search Desktop
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Google's free Desktop Search download brings the company's strong searching capabilities to a new level—for Microsoft product users.

OPTICAL STORAGE

Plasmon boosts 'blue' density

PLASMON'S DEMONSTRATION OF ITS Ultra Density Optical standard shows this technology is the heir apparent to magneto-optical storage.

UDO, available now, utilizes blue-laser technology to raise storage density to 30GB (MO topped out at 9GB per disk) and boosts transfer rates to 8MB per second for reads and 4MB per second for writes.

UDO will cost roughly $2 per gigabyte initially, but prices should drop as storage densities continue to increase.

Right now, Plasmon and other optical storage vendors are fighting to keep control of the WORM storage space, which has become a highly attractive market with the rise of legislative mandates for storage accountability.

Unlike hard-drive-based solutions, optical solutions are designed to be removable storage units. This portability allows IT managers to ship them off-site fairly easily.

Plasmon is promising backward compatibility with the developing UDO format through three generations, which should ensure that IT managers will still be able to read and recover data from older media several years from now.

For more information, go to www.plasmon.com. *—Henry Baltazar*

Wearable wireless puts pedal to metal

CASE STUDY: XYBERNAUT COMPUTERS, WLANs HELP RACING TEAM STAY AHEAD OF PACK

By Anne Chen

When you're leading in the American Le Mans Series GT division, the difference between staying ahead of the pack and losing to your closest competitor can be a matter of seconds.

This is why the emerging technology used by the Alex Job Racing team is not limited to carbon-fiber Porsche GT (Gran Turismo) race cars. In its goal to cross the finish line first, the team also relies on wearable wireless computers to process data from vehicles on the fly and to analyze statistics during the race.

Alex Job Racing, whose home race track is the Sebring International Raceway in Sebring, Fla., began using wearable computers from Xybernaut Corp. bundled with race data tracking software this season. The combination has proved effective: The team finished the nine-race American Le Mans Series last month as the GT-class champions.

"With the average margin of victory for the teams in our category often coming down to tenths of a second, it's critical to be able to make split-second decisions that often require rapidly processing a vast amount of data," said Alex Job, the owner of Alex Job Racing. "Key people, from the mechanics to the crew chiefs, rely on the computers as an access point for vital information during every race."

VICTOR LOH

Team members can monitor race statistics from anywhere in the race pit.

During eWeek Labs' onsite visit with the Alex Job Racing team during the Audi Sports Car Championships at the Mazda Raceway Laguna Seca racetrack, we were impressed with the team's emphasis on data collection and manipulation. By deploying Xybernaut's Atigo T H/B (High Bright) wearable computers, Alex Job Racing has been able to develop a mobile computing strategy that not only improves data availability during races but also significantly increases the team's ability to make decisions and react to race conditions.

Although wearable computers have been available for industrial applications since the 1990s, a small but increasing number of organizations are using the units to make data collection easier and more efficient.

The devices are gaining the most ground among organizations such as shipping companies and hotels, both of which use the units for logistics-related tasks. Aircraft maintenance technicians at FedEx Corp., for example, use wearable computers for airplane maintenance purposes at delivery hubs, while personnel at Hilton Hospitality Inc. hotel properties use wearable computers at airports to check in guests.

The Alex Job Racing team has a relationship with Dr. Ing. h.c.F. Porsche AG, in Stuttgart, Germany, and races two Porsche cars in the GT class of the American Le Mans Series racing circuit.

During races, as the two Alex Job Racing vehicles circle the track, along with a field of Le Mans Prototype and GT cars, team members can monitor a variety of critical data using Atigo race data tracking software. The Atigo device itself is configured with Microsoft Corp.'s Windows XP-embedded operating system and looks like a cross between a PDA and a tablet PC. Each unit costs about $2,500.

The Atigo unit is armed with Transmeta Corp.'s Crusoe TM5800 1GHz processor and 256MB of SDRAM (synchronous dynamic RAM). The unit is coupled with 512MB of flash memory, which ensures that Alex Job Racing team members don't have to worry about losing vital information when using the unit in the track paddock or while underneath the cars.

In contrast, when the team used laptops in previous seasons, data was often lost when those units were dropped or broken.

Using a pen to manipulate and enter data, Alex Job Racing team members can access all the applications they normally use on laptops. These include LapTimer (stopwatch and strategy software), Pitstop (race strategy planning software) and RPM (Racecar Preventative Maintenance software, for tracking part life cycles and location) from Kinetic Racing Technologies, in Holly, Mich.

Team members are also able to use the Atigo as an ordinary desktop by placing it into a docking cradle and using the unit with an external keyboard.

"The information line for us is crucial," Job said. "By taking advantage of the Xybernaut unit, we're able to take information that isn't normally mobile and really tap into it on the move. It's light-years distant from using pen and paper, like we used to."

Each time a car makes a pit stop, team members plug an Atigo device directly into a computer in the car to download a wide vari-

[CONTINUED ON PAGE 56]

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WIRELESS FROM PAGE 53

ety of data, including how fast the car took a particular turn, how worn the tread on the tires is, how hot the car is running, and how the driver accelerated and braked differently during each lap.

Crew members can strap the Atigo unit onto their fire suits for use in the pits. Because the device has a display that can be used in a variety of lighting environments, crew members can use the units even during races run after sunset. During previous seasons, the crew used laptop computers, which broke easily and were difficult to view in direct sunlight.

The data from each vehicle is uploaded directly over a WEP (Wired Equivalent Privacy)-secured 802.11g wireless network set up for each race by Alex Job Racing team members; the network lets the team view the results on multiple Atigo devices.

"The computer is so integrated with what we do that it is very much a part of the technology of the car," said Phil Pierce, a crew chief for Alex Job Racing. "When we used laptops, a lot of guys didn't want to use the units because they broke easily and were too big. The Atigo is lightweight and flexible, which makes it easier to use."

VICTOR LOH

Users can analyze race car information against racing statistics.

The collected data allows drivers to compare different approaches to each race and conduct a detailed analysis on various portions of each track. With every instance of accelerating and braking captured in data form, drivers can overlay their lap data with the same information from a teammate to determine which approach to the track and the race works best.

The data also enables crew chiefs and team managers to determine what, if any, modifications need to be made to the cars the next time they make a pit stop.

During each race, the IMSA (International Motor Sports Association) runs a dedicated network that reports the lap time of each driver along with other statistics to which every race team has access. Alex Job Racing sets up its own private wireless network that lets team members analyze the IMSA statistics using their own software.

Without the wireless units, team members would be forced to sit in front of monitors during the entire race—some lasting as long as 10 hours—to keep an eye on the competition.

When the team reassembles later this month for the off-season at Sebring International Raceway, it will look into other ways it can use the wearable PCs during racing season, said Job.

The team is looking at using RFID (radio-frequency identification) technology in conjunction with tracking software on the wearable units to track parts for inventory purposes, Job said. Currently, mechanics use pen and paper to manually inventory parts as they arrive, a method that is time-intensive and potentially error-prone.

"The information line is crucial when it comes to racing because time truly is of the essence in this sport," Job said. "The units link a team that would otherwise have to rely on pen and paper." e

Senior Writer Anne Chen can be reached at anne_chen@ziffdavis.com.

Case file

- **Company** Alex Job Racing
- **Location** Tavares, Fla.
- **Issue** Alex Job Racing needed a way to collect data from vehicles while they were on the track during races
- **Solution** The racing team chose to deploy wireless and mobile PCs from Xybernaut bundled with race data tracking software that would enable its members to collect and process vast amounts of data during races
- **Tools** Xybernaut's Atigo T H/B; Microsoft's Embedded Windows XP; Kinetic Racing Technologies' LapTimer, Pitstop and RPM
- **What's next** Alex Job Racing plans to use Atigo mobile PCs with RFID to track parts and other inventory in the racing team's warehouse

Source: eWEEK Labs reporting

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Peter Coffee: Epicenters

Disruptive tech gets scary

DEVICES POSE NEW CHALLENGES OF DETECTION AND DEFENSE

OCTOBER'S ADVENT OF WIRELESS WEAPONS suggests a new and scary meaning of the phrase "disruptive technology." The month began with a worldwide wave of cell phone blockers appearing in churches, theaters and university examination rooms. Things then took a turn for the absurd with the Oct. 19 shipment of a $15 key-chain-fob device that will turn off almost any type of TV set within its range.

It's not going to stop here. The same kind of happy innocence that informed the early design of the Internet is also built into most of our wireless products, and it's made them—so far—inexpensive and easy to use. One has to wonder if we'll someday look back at the early '00s as a brief Gilded Age of cable-free convenience—before our wireless systems all had to be armored in cumbersome defensive measures, both concrete and abstract.

The threats to system function are diverse. Cornfield Electronics' TV-B-Gone is a digital shotgun, spewing out remote control power-switching codes from the same database that's built into any off-the-shelf universal remote control. Within a minute of activation, it will usually hit the infrared pulse code (or codes) to turn off any nearby TV unit. If you happen to have other devices in the area that use one of those codes, either by choice or by accident, then welcome to the world of collateral damage.

Cell phone blockers, such as the Cell-Block-R from Cell Block Technologies, take a different approach that sets—in effect—a protocol pitfall. To any nearby cell phone, the blocker device appears to be the best available network access point. The cell phone locks on to the blocker and disappears into its black hole. There's no escalating war of power levels or risk of damage to communications devices, pacemakers or other electronic equipment—just a bit of electronic aikido that turns the device's normal function into the means of its own defeat.

Vendors of these devices, both the TV-B-Gone and the Cell-Block-R and its competitors, stoutly maintain that they aren't "jamming" signals—a good position to take if they don't want to go up against the Communications Act of 1934, which pretty much defines the regulation of radio emissions in the United States. Subchapter III, Part I, Section 333 of the act concisely states, "No person shall willfully or maliciously interfere with or cause interference to any radio communications of any station licensed or authorized by or under this Act or operated by the United States Government."

These devices escape the Section 333 prohibition in two ways. They don't "interfere"; they merely communicate under what one might call false pretenses. And they cause no nuisance to any licensed radio installation: Cell phones and TV receivers are appliances, and their designers are obligated to take the world as they find it in terms of surrounding signals. That world, like any ecosystem, initially had no enemies that targeted these emergent species, but, over time, nature always seems to evolve new predators for new prey.

I haven't yet mentioned the previous generation of (mostly legendary) electronic weapons, such as EMP (electromagnetic pulse) bombs or HERF (high-energy radio frequency) guns. Like any good urban legend, most stories of terrorist EMP attacks and hobbyist HERF hacks mix just enough technical fact with requisite vagueness as to crucial details.

There are two fundamental reasons, moreover, to doubt that EMP or HERF technologies will ever play key roles in the terrorist arsenal. Conventional bombs and guns are cheaper to build or buy, and much more terrifying. Which gets more TV play: blood and body parts and smoking holes in the ground, or dead computers that merely look as if they've been turned off?

EMP and HERF are electronic Godzillas, able to stomp on an entire building but also easily detected. The TV-B-Gone and Cell-Block-R are termites in the woodwork that can cause a lot more damage before their presence is known. No future wireless device can be responsibly designed and deployed without active, extensive consideration of the means and motivations for taking it down—and active defense, despite the resulting cost and complexity.

> **No future wireless device can be designed and deployed without consideration of the means and motivations for taking it down.**

Innocence was fun while it lasted. e

Technology Editor Peter Coffee can be reached at peter_coffee@ziffdavis.com.

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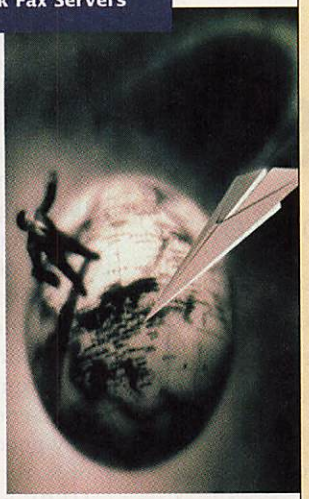

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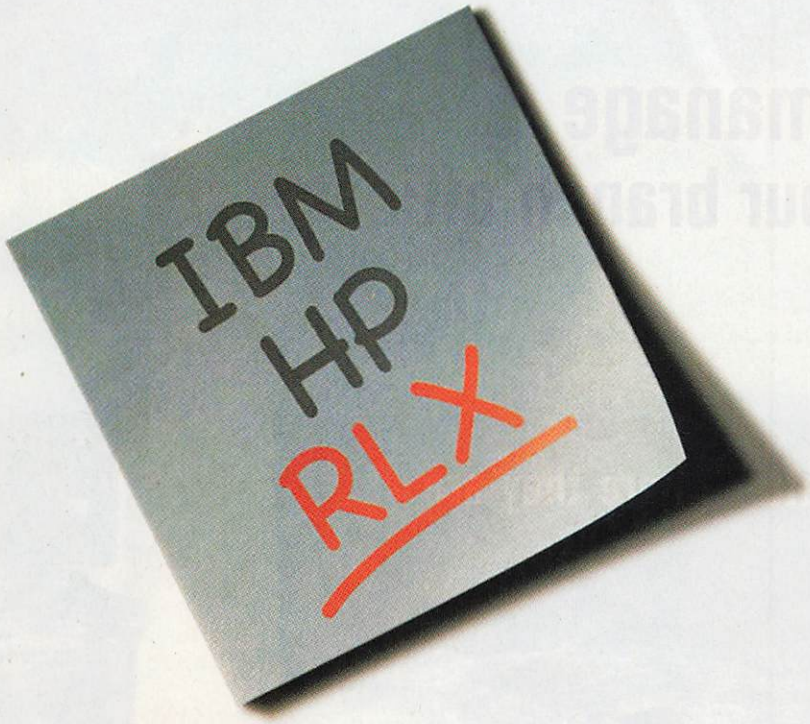

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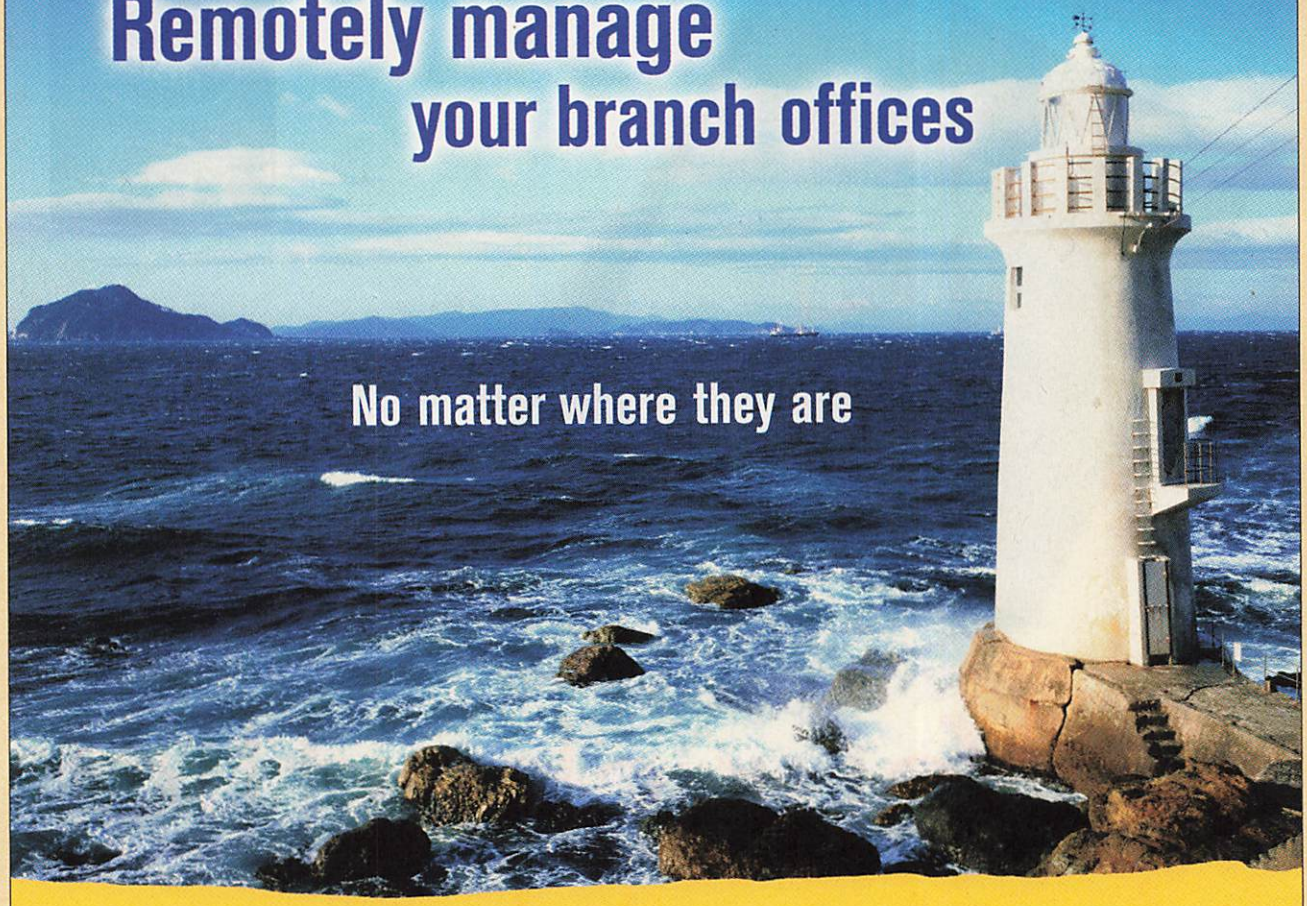

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EDITORIAL CALENDAR

ISSUE	LABS	DEMOGRAPHIC
Nov. 8	CP roundtable	Channel Solutions
Nov. 15	Web conferencing	Developer Solutions
Nov. 22	Browsers	Network Solutions
Nov. 29	Spam battlefront	
Dec. 6	High-speed wireless	Channel Solutions
Dec. 13	Storage management	Developer Solutions
Dec. 20/27	Year-end wrap-up	Network Solutions

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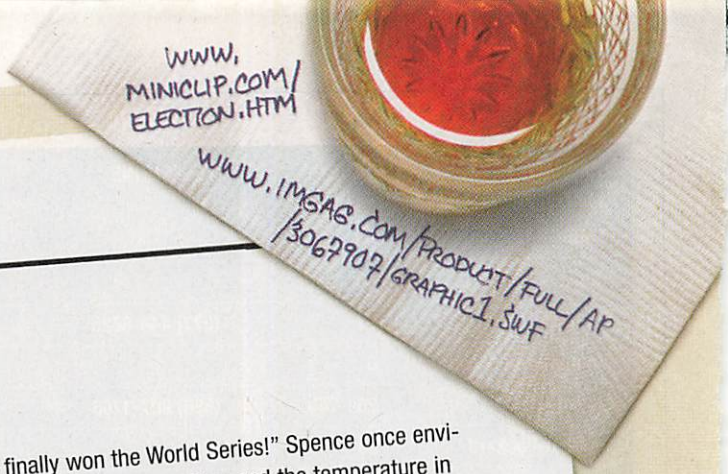

CTIA: That's entertainment

From: spencer_katt@ziffdavis.com
Sent: Monday, November 1, 2004 12:28 AM
To: eWEEK readers
Subject: Sox stay up; Largent dials number; who's your momma?

"There's a new world order," proclaimed the Puss. "The Red Sox have finally won the World Series!" Spence once envisioned such a victory only bursting forth amid fire, brimstone, dogs and cats sleeping together, and the temperature in hell dropping to about zero on the Kelvin scale. But instead, it was as if a veil had been lifted, and the world was indeed a sunny place—and Spence could change his underwear after only four games this time. Even better, the win came toward the end of a hectic week for the furry Fan, who had skatted off to San Francisco to attend the **CTIA Wireless IT & Entertainment** show.

IS LARRY ELLISON PLANNING TO BRING AN NFL TEAM BACK TO L.A.?
It's not enough to win; everyone else must lose. Win one for the Skipper!
Who's your equipment manager—Genghis Khan?
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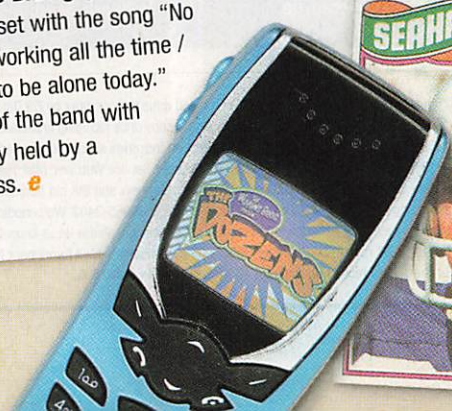
At The Moscone Center, the Mouser was amused as he watched **CTIA CEO Steve Largent**, a former Oklahoma congressman and an NFL Hall of Fame receiver, use a VOIP demo to call up and harass the Seattle Seahawks' new wide receiver, Jerry Rice. Largent, who is the only player in the Seahawks' history to have his jersey, No. 80, retired, jokingly called Seattle's new star because Rice has asked the Seahawks to yank the number out of the glass case and let him wear it. Rice wore No. 80 previously with the San Francisco 49ers and the Oakland Raiders.

Several of the Wayans brothers, Keenen Ivory, Marlon and Shawn—of TV and movie fame—were on hand to launch a new cell phone game based on "The Dozens" (derivative of the popular street insult, "Yo' momma's so ... ," which they said they played as kids). An audience member asked them for a demo of the game, in which a person tries to top another player with the funniest insults about the other's mother, and Keenen replied, "We can't do that. We all have the same momma." Marlon then demonstrated the dilemma by saying, "My momma is so fat ... ." Marlon said he was psyched that the new Treo 650 has Bluetooth support and that he'll hook it up to the Bluetooth system in his Range Rover. Later, Le Chat chatted with a Southern belle about recent reports that a restaurant in Bentonville, Ark., called The Vineyard has designated a "no-cell-phone" area for diners who are turned off by loud phone conversations and annoying ring tones. "Restaurants will soon be split up like chicken coops," laughed the Lynx. "Will you be dining in the no-smoking, no-phoning, no-drinking, no-laughing or no-discussing-an-embarrassing-medical-problem section?"

Spence got a big chuckle at a party hosted by **Seven Networks CEO Bill Nguyen** at a club called Bimbo's, which featured the rock band Cake. The band closed its first set with the song "No Phone," which has such stirring lyrics as "Rhyming, chiming, got me working all the time / Gives me such a worried mind" and "No phone, no phone I just want to be alone today." The Grimalkin giggled at watching wireless execs snapping pictures of the band with their camera phones while it chanted "No phone, no phone" at a party held by a company that makes software for phones. "Priceless," purred the Puss. e



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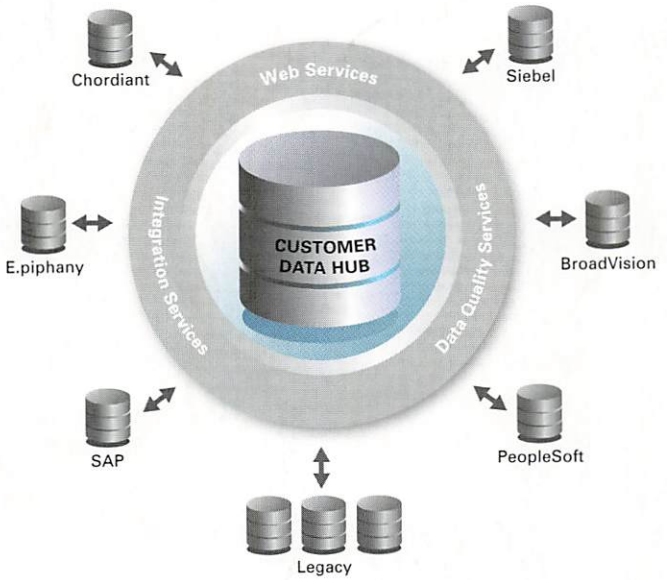

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